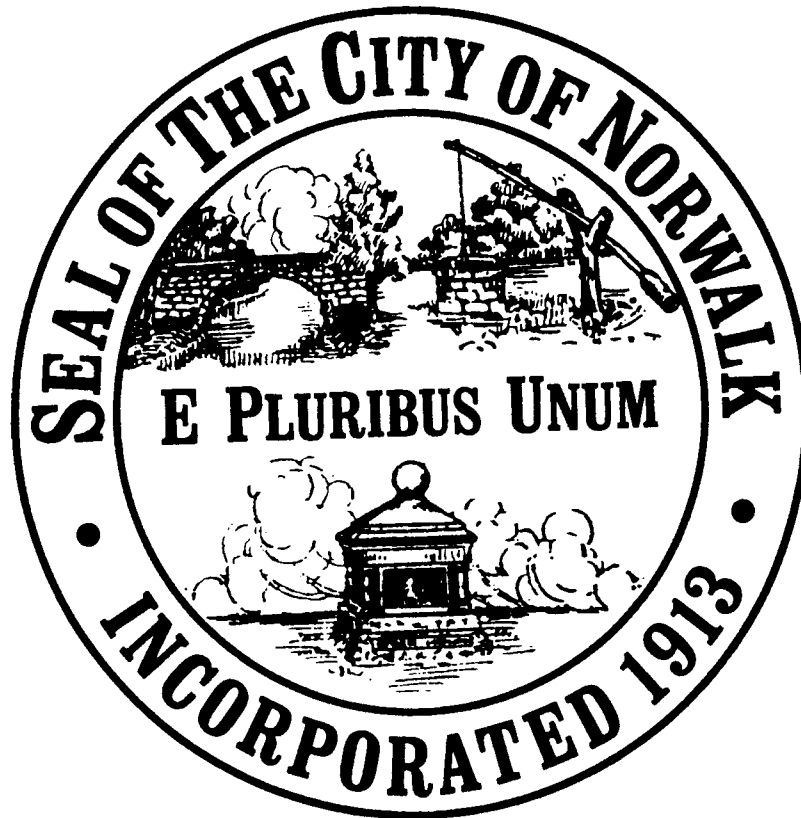


**NORWALK**  
**DEPARTMENT OF POLICE SERVICE**  
**NORWALK, CONNECTICUT**  
**MANUAL**



**DEPARTMENT OF POLICE SERVICE**  
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**MANUAL**



MAYOR

HONORABLE Harry W. Rilling

POLICE COMMISSIONERS

COMMISSIONER Fran Collier-Clemmons  
COMMISSIONER Charlie Yost

CHIEF OF POLICE

Thomas E. Kulhawik

## FORWARD

The Board of Police Commissioners of the City of Norwalk having the direction and control of the Police Department, has adopted the following Regulations for the government and discipline of the Department, superseding those contained in the Police Manual adopted in 1960 and 1980. This Manual is based on the most approved and modern standards of Police Personnel Administration and embodies the experience and opinion of eminent authorities in the field. It is the hope and purpose of the Police Commission that this Manual will help the members of the Police Department to maintain and enhance the fine reputation that it now enjoys.

## PREFACE

The Norwalk Department of Police Service shall, in addition to and in conformity with the laws of the United States of America, the State of Connecticut and the City of Norwalk, be governed by the rules and regulations set forth in this manual. The Board of Police Commissioners, having responsibility for the direction and control of the Department of Police Service, has adopted the following regulations for the government and discipline of the Department, superseding those contained in any previous manual.

This manual is to be used in conjunction with orders, procedures and policy which may emanate from the Board of Police Commissioners and the Chief of Police; and with the existing collective bargaining agreement between the recognized collective bargaining unit and the City of Norwalk.

Members of the Norwalk Department of Police Service should understand that these rules and regulations may not cover every situation that may arise in the discharge of their duty, and that common sense must prevail.

THIS MANUAL SHALL TAKE EFFECT ON AUGUST 5, 1986



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## **SECTION I**

### **GENERAL PROVISIONS**

- 1.1 The Department of Police Service in the City of Norwalk shall consist of both sworn personnel and civilian employees.
- 1.2 For the purpose of this manual, the term "officer" refers to all sworn personnel of the Norwalk Department of Police Service.
- 1.3 The organization of the Norwalk Department of Police Service is determined by the existing table of organization.
- 1.4 This manual supersedes any previous orders conflicting with the provisions herein. It is to be used in conjunction with the existing agreement between the recognized police bargaining unit and the City of Norwalk.
- 1.5 It is the duty of all officers to be familiar with and understand the provisions of the Norwalk Police Manual.
- 1.6 This manual is to be considered a General Order issued by the Chief of Police.



**SECTION II**  
**CHAIN OF COMMAND BY RANK**

Chief of Police

Deputy Chief of Police

Captain

Lieutenant

Sergeant

Detective

Patrol Officer

When officers are of equal rank, seniority will be determined as per the existing bargaining agreement between the recognized bargaining unit and the City of Norwalk.



## **SECTION III**

### **DUTIES OF OFFICERS**

#### **3.1 CHIEF OF POLICE**

The Chief of Police is responsible for the enforcement of Federal, State and local Laws. The Chief of Police is responsible for the administration of all matters pertaining to the Department of Police Service in the City of Norwalk, and is considered always on duty. The Chief of Police is under the direction of the Board of Police Commissioners as required by law.

#### **3.2 DEPUTY CHIEF OF POLICE**

The Deputy Chief of Police is second in command of the Department of Police Service, and in the absence of the Chief assumes the duties of the Chief of Police. The Deputy Chief of Police is under the direction of the Chief of Police and is considered always on duty.

#### **3.3 COMMANDING OFFICER**

The appointed officer is in charge of any division, bureau, or unit of the Department of Police Service. Commanding Officers are responsible for the competent function of such division, bureau, or unit. It is also their responsibility to record and conduct the initial investigation of any complaint made against officers in their respective commands. Commanding Officer's duties include the taking of whatever disciplinary action needed on an immediate basis to ensure the efficient operation of services.

#### **3.4 OFFICER IN CHARGE**

The ranking officer on duty in any division, bureau, or unit is in charge. The responsibilities and powers are the same as those of commanding officers. Officers in charge, however, will refrain from setting policy. They ensure that the policies and orders of the commanding officers are followed and obeyed.

### **3.5 SUPERVISING OFFICER**

An officer who through rank or appointment is responsible for the actions of one or more subordinates. In terms of a subordinate, a supervising officer shall refer to that officer to whom he or she is directly responsible. Supervising officers personally observe the work and actions of those subordinates for whom they are responsible and react accordingly to needs of commendation, training, or correction.

### **3.6 DETECTIVES**

Detectives are responsible for the investigation of criminal activity and any other case or matter to which they may be assigned by their commanding officer or officer in charge.

### **3.7 PATROL OFFICERS**

Patrol officers are responsible for enforcing the law and investigating complaints in their assigned area of patrol. They are also responsible for any other proper investigation or assignment as ordered by their supervising officer, officer in charge, or commanding officer. They render police service as needed.

### **3.8 SPECIALLY ASSIGNED OFFICERS**

Regardless of rank, officers with special assignments are responsible for the discharge of those specific duties. Such assignments are subject to change through administrative process.

### **3.9 GENERAL CONDITIONS**

- a) While the responsibilities in this section are absolute, it is not to be construed that ranking officers cannot delegate their authority. Superior officers may find it appropriate to delegate some of their tasks to subordinate officers. This does not alleviate the superior officer from the ultimate responsibility.
- b) There are a number of instances wherein an officer may function in more than one of the duties as outlined; for instance, an officer in charge may be required to act as a supervising officer as well.

- c) Should a question arise as to officer in charge between specialized units, the ranking patrol officer shall be the officer in charge subject to rules of conduct 4.11 and 4.12. An exception to this condition is when a specialized bureau or division is charged with the primary responsibility of an investigation. Then the first arriving officer of the specialized unit immediately takes command; e.g. a detective arriving on the scene of a felony immediately becomes the officer in charge.
- d) Officers in charge shall have the power of suspension should urgent conditions warrant such action. If such action is necessary, the power of suspension shall be vested in those of the rank of Sergeant and above who shall immediately notify their commanding officer, inform him of the charges and circumstances. The commanding officer will notify the Chief of Police.
- e) The Chief of Police or his designee shall investigate all violations of orders, rules and regulations of the Department or any misconduct on the part of any member thereof.





## **SECTION IV**

### **RULES OF CONDUCT**

#### **4.1 VIOLATION OF RULES**

Officers shall not commit any acts which constitute a violation of the rules, regulations, directives, or other orders of the Department whether or not stated in this General Order. Rules, Regulations, Directives or other orders shall be posted at Headquarters, Desk, Detective Division, Communications and Command Offices.

#### **4.2 CONFORMANCE TO LAWS**

- a) Officers shall obey all laws of the United States, the State of Connecticut and of any state and local jurisdiction in which the officers are present.
- b) Any conviction shall be deemed prima facie evidence of a violation of this section.

#### **4.3 REPORTING FOR DUTY**

Officers shall report for duty at the time and place required by assignment and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties. An officer working an "extra" assignment is considered on duty. All legal and authorized subpoenas shall constitute an order to report for duty under this section.

#### **4.4 NEGLECT OF DUTY**

No officer shall be absent from assigned duty or post without authorized leave.

#### **4.5 FICTITIOUS ILLNESS OR INJURY REPORTS**

Officers shall not feign illness or injury, falsely report themselves or have someone falsely report them ill or injured, or otherwise deceive or attempt to deceive any official of the Department as to the condition of their health. It shall be the officer's responsibility to have documented all treatments and to keep the Department informed of his or her condition in extended cases.

#### **4.6 SLEEPING ON DUTY**

Officers shall remain awake on duty. If unable to do so, they shall so report to their supervising officer, who shall determine the proper course of action.

#### **4.7 INCOMPETENCE**

An officer shall maintain competency to perform his/her duty and to assume the responsibility of his/her position. Incompetence may be deemed by demonstrating the following but not limited thereto.

- a) A lack of knowledge of the application of laws required to be enforced.
- b) An unwillingness or inability to perform assigned tasks.
- c) The failure to conform to work standards established for the officer's rank, grade or position.
- d) Repeated poor evaluations or repeated infractions of the rules and regulations.
  - 1) Violation of Section 4.7(d) shall be prima facie evidence of incompetent performance.

#### **4.8 EMPLOYMENT OUTSIDE THE DEPARTMENT**

- a) Officers may engage in off-duty employment subject to the following limitations: (1) Such employment shall not interfere with the officer's employment with the Department, (2) Officers shall submit a written request for off-duty employment to the Chief whose approval must be granted prior to engaging in such employment, and (3) Officers shall not engage in any employment or business in violation of Federal or State Laws.
- b) Approval may be denied or revoked where it appears that the outside employment might (1) render the officer unavailable during an emergency, (2) physically or mentally exhaust the officer to the point that performance might be affected, (3) require that any special consideration be given to scheduling of the officer's regular duty hours, or, (4) bring the Department into disrepute or impair the operation or efficiency of the Department or officer.

- c) Where permission for outside employment is denied, the officer may file a grievance pursuant to Article 20, Section 2, step 2, of the collective bargaining agreement, as amended.

Where the City is considering revoking current permission to work outside employment, the officer shall, prior to the effective date of such proposed revocation, be given the opportunity to have a hearing before the Chief, or his designee, to show cause why the officer may continue such outside employment. If the matter is not settled to the satisfaction of the officer, a grievance may be filed pursuant to Article 20, Section 2, step 2 of the collective bargaining agreement, as amended. Such hearing must take place within 10 days of notice to the officer that revocation is considered, which time may be extended by mutual agreement.

#### **4.9 USE OF ALCOHOL ON DUTY**

- a) Officers shall not consume intoxicating beverages on duty except in the performance of duty and while acting under proper and specific orders from a superior officer.
- b) Officers shall not appear for duty, or be on duty, while under the influence of intoxicants.

#### **4.10 POSSESSION AND USE OF DRUGS**

Officers shall not possess any controlled substances, narcotics, or hallucinogens except when taken as evidence or prescribed in the treatment of officers by a physician or dentist. When controlled substances, narcotics or hallucinogens are prescribed, officers shall notify their superior officer.

#### **4.11 INSUBORDINATION**

Officers shall promptly obey any lawful orders of a superior officer. This will include orders relayed from a superior officer through an officer of the same or lesser rank.

#### **4.12 CONFLICTING OR ILLEGAL ORDERS**

- a) Officers who are given an otherwise proper order which is in conflict with a previous order, rule, regulation or directive shall respectfully inform the superior officer issuing the order of the conflict. If the superior officer issuing the order does not alter or retract the conflicting order, the order shall stand. Under these circumstances, the responsibility for the conflict shall be upon the superior officer. Officers shall obey the conflicting order and shall not be held responsible for disobedience of the order, rule, regulation or directive previously issued.
- b) Officers shall not obey any order which they know or should know would require them to commit any illegal act. If in doubt as to the legality of an order, officers shall request the issuing officer to clarify the order or to confer with higher authority.

#### **4.13 GIFTS, GRATUITIES, BRIBES OR REWARDS**

Officers shall not solicit or accept from any person, business, or organization any gift (including money, tangible or intangible personal property, food, beverage, loan, promise, service or entertainment) for benefit of the officers or the Department, if it may reasonably be inferred that the person, business, or organization:

- a) seeks to influence action of an official nature or seeks to affect the performance or nonperformance of an official duty, or
- b) has an interest which may be substantially affected directly or indirectly by the performance or nonperformance of an official duty.

#### **4.14 ENDORSEMENTS AND REFERRALS**

Officers may recommend or suggest, if requested, the employment or procurement of a particular product, professional service, or commercial

service, such as an attorney, ambulance service, towing service, bondsman, mortician, etc. as long as it is not for personal or monetary gain or in violation of any Department policy or procedure.

#### **4.15 IDENTIFICATION**

Officers, while on duty, shall identify themselves to members of the public when requested to do so whether in person or on the telephone.

#### **4.16 UNBECOMING CONDUCT**

Officers shall not engage in any manner of misconduct or offensive behavior that brings the Department into disrepute or reflects discredit upon the officer as a member of the Department, or that which impairs the operation or efficiency of the Department or officer.

#### **4.17 REQUESTS FOR ASSISTANCE**

When any person asks for assistance, or makes complaints or reports, either by telephone or in person, all pertinent information will be taken in an official and courteous manner and will be properly and judiciously acted upon consistent with Departmental procedures.

#### **4.18 ASSOCIATIONS**

Officers shall avoid regular or continuous associations or dealings with persons whom they know are persons under criminal investigation or indictment, or who have a reputation in the community or the Department for present involvement in felonious or criminal behavior, except as necessary for the performance of official duties, or where unavoidable because of other personal relationships of the officers.

#### **4.19 GAMBLING**

Officers shall not engage nor participate in any form of illegal gambling at any time, except in the performance of duty and while acting under proper and specific orders from a superior officer.

#### **4.20 CRITICISM OF DEPARTMENTAL POLICIES, PRACTICES OR ORDERS**

Because public criticism by police officers of Departmental policies, practices or orders may have an adverse effect upon the discipline, morale and efficiency of the Department, police officers have a special duty to use great discretion in such expressions. Therefore, before making public a criticism of the foregoing, a member should attempt to resolve the matter by discussion within the chain of command and by appeal if necessary.

If a member makes public his criticism and Chief of Police determines that such criticism is likely to have an adverse effect upon the discipline, morale or efficient operation of the Department because it:

- a) contains false information or defamatory statements; or
- b) is phrased in language that is abusive and unnecessarily inflammatory in nature,

He may issue an order directing the member to limit or cease future public criticism on the subject. Any such order shall be in writing and shall specify the reason for same. Failure to comply with such an order shall be basis for disciplinary action, but no member shall be disciplined for criticism except the disobedience of an order as set forth herein. Any such order may be appealed pursuant to the grievance procedure of the applicable collective bargaining agreement.

#### **4.21 CONFIDENTIAL DEPARTMENT BUSINESS**

For the purpose of this regulation, "Confidential Department Business" shall mean ongoing investigations by the Department, ongoing criminal prosecutions or information that is likely to cause imminent jeopardy to the safety of departmental personnel. Members of the Department shall not impart confidential departmental business to anyone except a person officially entitled to receive it, or as directed by the commanding officer, or as required by due process of law.

#### **4.22 INTRADEPARTMENTAL COMPLAINTS**

Any member who wishes to bring a complaint against a superior officer shall do so personally or by letter to the Chief of Police. Any member who wishes to bring a complaint against the Chief of Police shall do so to the Police Commissioners. Any member of the Department who is the subject of such complaint, or whose reputation has been compromised, may have a departmental inquiry made to determine the truth or falsity of the accusations made against them.

#### **4.23 WITHHOLDING INFORMATION**

Members of the Department shall not withhold from their superior officers information relating to police business, with a view to personal advancement, or for any other improper purposes.

#### **4.24 DEMEANOR**

- a) While on duty, members of the Department shall not speak disparagingly of the race, ethnicity, age, gender, gender identity/expression, creed, color, sexual orientation, disability, housing status, occupation, national origin, immigration status, language fluency, education, economic status, political beliefs/affiliation(s), or religion of any person. Moreover, because such disparaging remarks may tend to create doubt as to the Department's willingness or ability to serve all members of the community fairly, regardless of the above listed demographics of any person(s), members are urged to refrain from such speech at all times.
- b) While on duty, members of the Department shall exercise courtesy toward all persons.

#### **4.25 PERSONAL APPEARANCE**

- a) Officers on duty shall wear uniforms or other clothing in accordance with established departmental procedures.
- b) Except when acting under proper and specific orders from a superior officer, officers on duty shall maintain a neat, well groomed appearance.

#### **4.26 ALTERING NOTICES**

No officer shall alter, deface or remove any posted notice or order of the Department without proper authority.



#### **4.27 POLITICAL ACTIVITIES**

- a) No member of the Department may use his official authority or influence for the purpose of interfering with or effecting the result of an election of a nomination for office.
- b) The political activities of officers shall be governed by applicable laws. Political activity shall not be conducted on duty.
- c) An officer shall be expected to meet entrance level requirements on his/her return to the Department.

#### **4.28 INTERVENTION**

Officers shall not interfere with cases being handled by other officers of the Department or any other governmental agency unless:

- a) Ordered to intervene by a superior officer, or
- b) The intervening officer believes beyond a reasonable doubt that a manifest injustice would result from failure to take immediate action.
  - 1. The officer must document all events.

#### **4.29 DEPARTMENTAL REPORTS**

Officers shall submit all necessary reports on time and in accordance with established departmental procedures. Reports submitted by officers shall be truthful and complete, and no officer shall knowingly enter or cause to be entered any inaccurate, false or improper information.

#### **4.30 PROCESSING PROPERTY AND EVIDENCE**

Property or evidence which has been discovered, gathered or received in connection with departmental responsibilities will be processed in accordance with established departmental procedures and law. Officers shall not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with or withhold any property or evidence in connection with an investigation or other police action, except in accordance with established departmental procedures and law.

#### **4.31 USE OF DEPARTMENT EQUIPMENT**

Officers shall utilize Department equipment only for its intended purpose, in accordance with established departmental procedures, and shall not abuse, damage or lose Department equipment. All Department equipment issued to officers shall be maintained in proper order. Officers may be held financially responsible for loss through neglect or by intent.

#### **4.32 CARRYING FIREARMS**

Officers shall only carry authorized firearms in accordance with State Law and established departmental procedures.

#### **4.33 TRUTHFULNESS**

Upon order of the Chief, the Chief's designee or a superior officer, officers shall truthfully answer all questions specifically directed and narrowly related to the scope of employment and operations of the Department which may be asked of them. Violation of this Section may be grounds for dismissal. This shall not be construed to mean that officers must divulge names of informants.



## **MISSION STATEMENT**

It is the mission of the Norwalk Department of Police Service to provide quality service to a diverse community through a culture of bias free policing; to hire and promote talented officers and a professional staff with the courage and desire to serve and protect our community; and to promote a cooperative spirit in which police officers and citizens work together to promote a safe environment.

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## **CHAPTER 1.0**

### **DEPARTMENTAL ROLE AND AUTHORITY**

#### **1.1 DEPARTMENTAL AUTHORITY**

##### **1.1.1 Legal Authority**

Sworn officers of the Norwalk Department of Police Service shall be bound by and shall uphold the Constitution of the United States of America and the Constitution of the State of Connecticut.

The sworn officers of the Norwalk Department of Police Service are empowered under Section 7-276 of the Connecticut General Statutes and Section 1-303 and 1-306 of the City Code of Norwalk. Said officers shall have the powers of Constables of towns in the apprehension and arrest of criminals and the service of process within the limits of said city.

Pursuant to Sections 1-297 and 1-298 of the Charter of the City of Norwalk, there is established a Board of Police Commissioners within the City of Norwalk.

Said Board shall have control, management, and supervision of all police officers of this agency and of all property belonging to or used in the department in the delivery of law enforcement tasks and services.

Sworn officers of the Norwalk Department of Police Service shall enforce all Federal and State laws, and the ordinances of the City of Norwalk.

All sworn officers derive the legal authority to carry and use weapons in the performance of their duties from Connecticut General Statutes 53-206, 29-35 and 53-22.

Title 54 - Chapters 959 and 960 of the Connecticut General Statutes details the authority of law enforcement officers regarding;

1. Arrest
2. Search and Seizure
3. Wiretaps and electronic surveillance
4. Information, procedure, and bail

All sworn officers of the Norwalk Department of Police Service shall be governed by and be familiar with the provision of said title.

##### **1.1.2 Oath of Office**

Prior to assuming sworn status, all police personnel shall take and subsequently abide by an oath of office to enforce the law and uphold the Constitution of the United States and faithfully and impartially discharge and perform all duties incumbent upon them as a police officer in the City of Norwalk. The Oath of Office for sworn members of its agency appears as Appendix A of this directive.



### **1.1.3 Law Enforcement Code of Ethics**

All officers of the Norwalk Department of Police Service shall abide by the Law Enforcement Code of Ethics, a copy of which appears as Appendix B of this directive. All personnel shall abide by the City of Norwalk Code of Ethics and receive training biennially.

### **1.1.4 Discretion**

All sworn officers of this department are expected to use discretion when exercising their legal authority to carry out assigned responsibilities. Discretion is the power of free decision or latitude of choice within legal guidelines. When discretionary power is poorly exercised, it may be viewed by the public as bias, favoritism or even corruption. Therefore, when exercising discretion in the performance of duty, it is imperative that officers take into consideration the goals and objectives of the department, the best interest of the citizenry, and any mitigating circumstances surrounding each incident.

A "totality of circumstances" approach should be considered by officers at all times during the performance of duty, especially when exercising arrest authority. Officers must consider the situation with which they are confronted, policy and procedure, and possible alternative resolutions.

The use of discretion should be carefully reviewed and restricted in felony situations. Greater latitude of discretionary judgment will be permitted in the investigation of misdemeanors, infractions, or city ordinances. Each officer will be held accountable for the proper use of discretion in any given situation.

### **1.1.5 Alternative to Physical Arrest**

An individual's right to freedom must be a primary consideration of all officers in the performance of their sworn duties. Whenever a situation warrants, and a law violator can be brought to justice without incarceration while still providing for the public safety, officers are encouraged to select a suitable alternative. Physical arrest should only be used after other acceptable and legal options have been deemed inappropriate.

Alternatives to arrest include:

1. Issuance of summons
2. Referral to social service agency
3. Verbal warning
4. Informal resolution

#### **Referrals**

Officers must realize that many of the human problems with which they deal demand the attention of professionals in the social service field. The safeguarding of human life, to include the preservation of dignity, is a primary goal of the Norwalk Department of Police Service. Towards that end, officers of this agency should make appropriate referrals when such referral will effectively resolve a situation and help a person in need.

#### **Informal Resolution**

Officers have at their disposal numerous alternatives for creatively resolving situations. Included are mediation, negotiation, parental notification, and many other appropriate and legally permissible actions.

### **1.1.6 Biased Based Profiling**

Biased policing undermines legitimate law enforcement efforts, alienates community members, and fosters community distrust. This policy is intended to reaffirm the department's commitment to fair and impartial policing, and to clarify the circumstances in which officers can consider race, religion, color, ethnicity, age, gender, gender identity or expression, disability, socio-economic status or sexual orientation, national origin, immigration status, housing status, language fluency, occupation, education, political beliefs/affiliation(s), or any other protected class.

Members of the department are prohibited from conducting biased based profiling. Prohibited profiling practices are defined as the stopping, detention, interdiction, search, asset seizure and forfeiture, or other disparate treatment of an individual based on the race, religion, color, ethnicity, age, gender, gender identity or expression, disability, socio-economic status, sexual orientation, national origin, immigration status, housing status, language fluency, occupation, education, political beliefs/affiliation(s), or any other identifiable group. Officers must have reasonable suspicion supported by specific articulable facts that the person contacted has been, is, or is about to commit an infraction, violation, or crime; or is currently presenting a threat to the safety of themselves or others.

These restrictions on the use of these factors do not apply to law enforcement activities designed to strengthen the department's relationship with its diverse communities.

Members of the department shall receive initial and annual training in biased based profiling issues including legal aspects.

Although supervisors shall be alert and respond to indications that biased profiling is occurring, it is the responsibility of all members of the department to report any suspected incidents of biased policing.

The Professional Standards Division shall conduct a documented annual administrative review of agency practices including citizen concerns. Should a prohibited biased based profiling incident occur, the situation shall be documented in writing and forwarded through the chain of command for appropriate corrective action. Should a complaint of biased based profiling be received, it shall be documented in writing and forwarded through the chain of command to the Chief of Police for review. Should the complaint result from a traffic stop, a copy of the complaint and the written notification of the review and disposition must be provided to the Chief State's Attorney and the Office of Policy and Management in accordance with C.G.S. 54-1m.

All motor vehicle stops shall be documented as described in Directive 4.3.1.

### **1.1.7 Consular Notifications and Procedures Regarding Foreign Nationals**

Members of the department shall make notifications pursuant to regulations and official instructions issued by the United States Department of State. Guidelines published by the State Department entitled Consular Notification and Access is available in the Communications Center. These guidelines can also be accessed at [travel.state.gov/consul\\_notify.html](http://travel.state.gov/consul_notify.html).

In the event it is necessary to notify a foreign consular, the officer making the notification shall document the details in their report and forward a copy to the Chief of Police.

### **1.1.8 Immigration and Customs Enforcement (ICE)**

The enforcement of immigration laws fall under the purview of ICE. Members of the department are not to engage in a formal or informal practice of immigration enforcement. Officers shall not inquire as to an individual's immigration status during routine police interactions.

The agency will be guided by the Department of Homeland Security (DHS) Position Paper, dated 2011, on the level of assistance and cooperation given to federal agents on the enforcement of immigration laws. A copy of the position paper entitled "Guidance on State and Local Governments' Assistance in Immigration Enforcement and Related Matters" is located at the front desk. These guidelines can also be accessed on line at [www.dhs.gov](http://www.dhs.gov).

#### **CIVIL IMMIGRATION DETAINERS**

No officer who receives a civil immigration detainer with respect to an individual who is in custody shall detain such individual pursuant to such civil immigration detainer unless the officer determines that the individual:

1. Has been convicted of a felony;
2. Is subject to pending criminal charges in this state where bond has not been posted;
3. Has an outstanding arrest warrant in this state;
4. Is identified as a known gang member in the database of the National Crime Information Center or any similar database or is designated as a Security Risk Group member or a Security Risk Group Safety Threat member by the Department of Corrections;
5. Is identified as a possible match in the federal Terrorist Screening Database or similar database;
6. Is subject to a final order of deportation or removal issued by a federal immigration authority; or
7. Presents an unacceptable risk to public safety, as determined by the officer and their supervisor.

Upon determination that such individual is to be detained or released, the officer shall immediately notify the United States Immigration and Customs Enforcement. If the individual is to be detained, the officer shall inform United States Immigration and Customs Enforcement that the individual will be held for a maximum of forty-eight hours. If the United States Immigration and Custom Enforcement fails to take custody of the individual within such forty-eight hour period, the officer shall release the individual. In no event shall an individual be detained for longer than such forty-eight hour period solely on the basis of a civil immigration detainer.

### **1.1.9 Citizen's Right to Video or Audio Record**

The mere act of video or audio recording of members of the Norwalk Police Department engaged in their official duties is not prohibited by federal or state statute, City of Norwalk Ordinance, or case law. All agency personnel are informed that video or audio recording of police activity is permissible as long as such recording does not interfere with ongoing police activity or jeopardize the safety of the general public or the police.

Any officer who determines that a person video or audio recording police activity has committed or is about to commit a crime should take the appropriate enforcement action consistent with applicable law as well as any Directives of the Norwalk Department of Police Services.

#### **1.1.10 Use of Interpreters**

##### **Foreign Language Translator**

When any employee of the Department interacts with a non-English speaking individual, an unbiased "qualified interpreter" should be obtained as soon as possible. Whenever feasible, a member of this Department will be utilized as a foreign language translator. If a qualified interpreter is not available, then efforts will be made to locate one from another police department or another source. Approval from a supervisor must be obtained prior to contacting an outside interpreter.

##### **Deaf or Hearing Impaired**

Pursuant to Connecticut General Statute 46a-33, the Department shall provide a "qualified interpreter" to any deaf or hearing-impaired person, whether as a victim, witness, or suspect. The Department shall also provide a "qualified interpreter" to the parent or guardian of any minor child involved in an investigation, whether as the victim, witness, or suspect.

Communications will maintain an up to date list of "qualified interpreters" that may assist in police matters. A copy of this list will remain in the Communications center. Approval from a supervisor must be obtained prior to contacting the interpreters for assistance. Employees should avoid the use of friends or family who may be biased toward one of the parties.

Qualified interpreters are as follows:

Family Services Working to Strengthen our Communities  
Community Sign Language Service  
475 Clinton Avenue, Bridgeport, CT  
Phone: (888) 676-8554  
Fax: (203) 696-0714

State of Connecticut  
Commission on Deaf and Hearing Impaired  
67 Prospect Street, Hartford, CT  
Phone: (860) 231-7623  
Fax: (860) 231-8756

Sign Language Resource  
1607 Route 300  
Newburgh, NY  
Phone: (845) 566-7951  
Phone/Fax: (845) 566-1417



## **CHAPTER 1.0**

### **DEPARTMENTAL ROLE AND AUTHORITY**

#### **1.2 AGENCY GOALS AND OBJECTIVES**

##### **1.2.1 Policy and Definitions**

This directive shall establish within the Norwalk Department of Police Service, a procedure for development of goals and objectives for the agency and each organizational component therein.

##### **Policy**

In order to provide efficient and effective law enforcement services to the citizens in the City of Norwalk, it is necessary that clear and concise goals and objectives be formulated to guide the agency and its personnel in a common direction. Establishing and routinely updating goals and objectives of the agency and of each organizational component helps to ensure direction and unity of purpose and serves as a basis for measuring progress.

It is the policy of the Norwalk Department of Police Service to formulate agency goals and objectives to govern and guide daily operations and to facilitate both short and long range planning.

##### **Definitions**

##### **Goal**

A relatively broad statement of the end or result that one intends to ultimately achieve. A goal usually requires a relatively long time span to achieve and, whenever possible, should be stated in a way that permits measure of its achievement.

##### **Objective**

An end result that one intends to attain in order to achieve partial fulfillment of a goal. An objective is a subgoal or an element of a goal and therefore, requires a shorter time to accomplish than does a goal.

Goals and objectives should be both measurable and attainable.

##### **1.2.2 Divisional Goals and Objectives**

Each year, each division and platoon commanding officer shall submit to the Chief of Police, a statement of goals and objectives for their component for the coming fiscal year. Each member of each platoon and division shall have an opportunity to participate in the development of goals and objectives at the component level. Commanding officers shall notify each member of their respective command that goals and objectives are being developed and shall ask them to submit in writing, their ideas, recommendations, and suggestions. Commanding officers shall then meet with the supervisory staff of their respective platoon or division and shall develop a final proposal of goals and objectives.

Each quarter, commanding officers shall analyze the progress being made towards the achievement of component goals for that year. A report shall be submitted to the Chief of Police detailing that progress.

### **1.2.3 Agency Goals and Objectives**

Each year, the Chief of Police shall convene a staff meeting consisting of all division commanding officers for the purpose of developing goals and objectives for the agency for the coming fiscal year.

Goals and objectives of individual components and the agency budget allocations shall be used to formulate the goals and objectives of the agency.

Once completed, a written statement of the goals and objectives for the agency shall be distributed to all personnel.

## **CHAPTER 1.0**

### **DEPARTMENTAL ROLE AND AUTHORITY**

#### **1.3 AGENCY JURISDICTION, MUTUAL AID REGIONAL SERVICES**

##### **1.3.1 Policy and Definitions**

To establish guidelines for providing mutual aid assistance to and requesting mutual aid assistance from, other law enforcement agencies, pursuant to department policy and applicable state law, and to define concurrent jurisdictional authority and boundaries of the department.

##### **Policy**

The goal of the Norwalk Department of Police Service is to provide efficient, high quality law enforcement services to the community during both emergency and non-emergency situations. The purpose of regional mutual aid is to enable each agency to more effectively handle emergency resources. In recognition of the fact that this agency has a finite amount of resources with which to meet all such incidents, it shall be the policy of this agency to participate in mutual assistance in order to strengthen our response to emergency situations.

##### **Definitions**

Mutual Aid: Agreement by which a law enforcement agency may render assistance to another agency in emergency situations and other non-emergency situations, which may arise.

Concurrent Jurisdiction: The sharing of, or having equal authority within, the same jurisdictional boundaries by two or more law enforcement agencies.

Law Enforcement Emergency: Any situation which exceeds the capability of the local agency to counteract effectively.

##### **1.3.2 Authority**

Mutual aid among law enforcement agencies in the State of Connecticut is authorized under Connecticut General Statute 7-277a, Police Assistance Agreement.

In addition, the Norwalk Department of Police Service is a participant in the Southern Fairfield County Mutual Assistance Compact. A copy of this compact is attached to this directive as Appendix C.

##### **1.3.3 Requests for Mutual Aid**

Pursuant to said statute, the Mayor of the City of Norwalk or his/her designee may request the chief executive officer of any other municipality, town or borough within the State of Connecticut to provide police assistance deemed necessary for the safety and well-being of the city.

Mutual aid requests received by this agency pursuant to the provisions of Connecticut General Statute 7-277a shall be brought to the immediate attention of the Chief of Police by the patrol division commander on duty. The Chief of Police shall determine the appropriate amount of police assistance to be provided.



If emergency conditions make the notification of the Chief impractical, the commanding officer of the patrol division shall proceed with the authority of the Chief. That platoon or division commander shall notify the Chief as soon as possible under the circumstances.

#### **1.3.4 Requests for Federal Law Enforcement Assistance**

During certain criminal investigations involving multiple jurisdictions and/or transportation across state lines, or violations of federal statutes, need may arise to request the assistance of the Federal Bureau of Investigation, the Drug Enforcement Administration, Bureau of Alcohol Tobacco, Firearms and Explosives, or other appropriate federal agency.

When the need for federal assistance has been identified, the commanding officer of the platoon or division making the determination shall immediately notify the Chief of Police through the chain of command. If, after evaluating the circumstances of the situation, the Chief concurs with the need for federal assistance, he shall contact the appropriate agency and make the request.

If emergency conditions make the notification of the Chief impractical, the commanding officer of the platoon or division needing such assistance shall proceed with the authority of the Chief. That platoon or division commander shall notify the Chief as soon as possible under the circumstances.

The provisions of this section shall not apply to routine investigations which are normally conducted in the course of normal operations, such as large scale drug investigations and investigations involving requests for laboratory assistance.

#### **1.3.5 Requests for National Guard Assistance**

Requests for National Guard assistance shall be governed by Connecticut General Statutes 27-17 and 27-18.

Pursuant to said statutes, in the event of civil riot or civil commotion, the Chief of Police or his designee, may determine it appropriate to request National Guard assistance to protect life and property and to restore peace in the community as quickly as possible. The Chief of Police or his designee shall contact the Governor of the State to request such assistance as deemed necessary. If the situation allows, the chief shall attempt to notify the Mayor of the City prior to making any such request.

If the Chief of Police or his designee is unable to communicate a proper request directly to the Governor and an emergency condition exists, the request shall be reduced to writing and delivered to the senior officer of any part of the organized militia in this city. Pursuant to statute, that officer shall then be authorized to proceed with the request as if the Governor had granted authority.

#### **1.3.6 Personnel Responding to Mutual Aid Requests**

Officers from other agencies responding to this agency shall be instructed to report to the platoon commander on duty for assignment. Unless exigent circumstances require responding personnel to report directly to the scene of an incident, they shall be instructed to report to headquarters or to an established command post for equipment issue and a briefing on the situation.

To provide for effective radio communications with personnel from other agencies, they shall be teamed with officers from this agency when possible. Each team of officers shall be equipped with a portable department radio and/or mobile department radio. Additionally, the PERS (Police Emergency Radio System) frequency may be used consistent with Directive 12, Appendix C. In

addition the Statewide tactical operation channel system (STOCS) is available on Supervisors portable radios and STOCS Radios are available for issue from Regional Communication Command Units when necessary.

When large numbers of arrests require transportation of prisoners from the scene of an incident to the police headquarters building or other holding facility, the Fairfield County Judicial Marshals shall be requested to provide transportation vehicles and personnel.

In the event it becomes necessary to establish a temporary facility to process and/or detain large numbers of arrested persons, the commanding officer in charge of the situation or his/her designee shall attempt to locate a suitable site. Personnel from other agencies should be assigned to staff the temporary facility and perform processing and detention tasks, thereby freeing agency personnel for other enforcement duties.

The Identification Unit commanding officer along with other personnel from the Identification Unit shall be assigned to supervise the operation of any temporary detention facility. They shall oversee the processing of all arrested persons, to include fingerprinting, photographing, setting of and release on bail.

### **1.3.7 Concurrent Jurisdiction**

Within the geographical boundaries of the City of Norwalk, the sworn members of this agency shall have primary responsibility for enforcement of Connecticut General Statutes and Norwalk City Ordinances as well as the provision of other law enforcement services.

The Norwalk Department of Police Service shall have concurrent jurisdiction with the Connecticut State Police. The Connecticut State Police shall have primary responsibility for enforcement of laws and investigation of crimes on all state limited access highways and on all state-owned property. State-owned property shall include:

1. Norwalk Community College
2. Norwalk Superior Court G.A. 20
3. Norwalk Armory
4. Connecticut Department of Motor Vehicles

Officers of this department receiving a call for service at a state-owned facility or on a limited access highway shall respond as instructed and shall render service as needed. Such service shall include but not be limited to, emergency aid, traffic control duties, securing of crime scenes, and crowd control.

The responding officer will request the presence of the Connecticut State Police. Upon arrival, the responding State Police unit shall assume primary responsibility for the incident. The officer from this agency shall assist as needed and shall file a complete and proper report. If any questions pertaining to responsibility or jurisdiction arise, a supervisor shall be summoned to the scene and the situation shall be resolved in a professional and courteous manner.

The Norwalk Department of Police Service shall share limited concurrent jurisdiction with the Metropolitan Transit Authority Police who derive their authority from Section 29-19(b) of the Connecticut General Statutes.

Metropolitan Transit Authority Police have conferred upon them the authority of law enforcement officers upon the property used by the railroad. Officers of this department assigned to an incident on Metropolitan Transit Authority property shall respond and conduct a complete and proper

investigation. The investigation shall be conducted concurrently with any investigation conducted by the Metropolitan Transit Authority Police. Any arrests made by the Metropolitan Transit Authority Police will be handled pursuant to Directive 11.3

#### **1.3.8 Accidents Involving Other Police Agencies**

Motor vehicle accidents involving vehicles from other law enforcement agencies will be investigated by a member of the Norwalk Department of Police Services. Normal investigative procedures will be followed according to Directive 10.6.1. Additionally, a patrol supervisor shall respond to the scene and oversee the investigation. The Norwalk Department of Police Services will provide the involved agencies with copies of all reports, diagrams, photographs and videos that are created as part of the investigation, pursuant to law. Open lines of communications with all involved agencies will be maintained.

## **CHAPTER 1.0**

### **DEPARTMENTAL ROLE AND AUTHORITY**

#### **1.4 RELATIONSHIPS WITH OTHER AGENCIES**

##### **1.4.1 Liaison with Criminal Justice Agencies**

The goals and objectives of the Norwalk Department of Police Service cannot be achieved without the assistance and cooperation of all criminal justice agencies. Assistance and cooperation can only be achieved by positive exchange with the local juvenile and adult courts, prosecutors, probation and parole agencies, and adult and juvenile correction agencies.

Department members are encouraged in the course of their duties to establish contact with the various criminal justice agencies when such contact will aid either the criminal justice agency or the department.

In addition to day-to-day informal contacts, the Deputy Chief of Operations or his designee will meet at least as needed with the following agencies in order to receive input that will assist in carrying out law enforcement responsibilities:

1. Norwalk State's Attorney
2. Norwalk Court Clerk
3. Norwalk Probation Department
4. Norwalk Parole Office

In addition, the Deputy Chief of Operations or his designee will meet at least as needed with the juvenile counterparts of the above agencies for the same purpose.

##### **1.4.2 Court Appearances**

Members of this department will honor and abide by lawful subpoenas for appearances in court or administrative hearings. Officer's who must appear in court while on-duty will advise their immediate supervisor of the time and location of the required appearance.

If an officer becomes aware of a conflict with scheduled vacation or leave time, the officer will promptly notify the prosecutor's office, so that a schedule change may be sought where appropriate.

Officers receiving subpoenas will fill out the return and deposit it in the Court Officers' mail slot.

When an officer is ill and unable to attend a court appearance, the officer will promptly notify the prosecutor's office so that a continuance may be scheduled.

##### **1.4.3 Liaison with Law Enforcement Agencies**

Cooperative or joint police operations are an important function for effective law enforcement; however, such undertaking can incur liabilities upon the officers, agencies, and governments involved.

When requested, the Norwalk Department of Police Service will assist outside agencies with warrant service within the City of Norwalk. Members of the Special Services Division, Special Victims Unit,

and Detective Divisions occasionally may also assist other law enforcement agencies with surveillance operations, stakeouts, or conducting criminal investigations.

In addition, this department will participate in various programs that are established either on a permanent or ad hoc basis for the purposes of effective law enforcement operations. Examples of these programs are:

- Fairfield County Chief's of Police Association
- Regional Motor Vehicle Joint Task Force
- Statewide Narcotics Task Force
- F.B.I. Safe Streets Task Force
- U.S. Marshalls Violent Fugitive Task Force
- D.E.A./ATF Task Forces
- Fairfield County Police Training Officer's Association
- Fairfield County Detective's Conference

#### **1.4.4 Liaison with Fire Department and Emergency Medical Service**

At least twice a year, the Chief of Police or his designee will convene a command staff meeting with the Norwalk Fire Department and Norwalk Hospital Ambulance personnel. At this meeting, command staff will exchange information to assist in coordinating public safety efforts. These meetings are supplemental to liaison during day-to-day operations.

#### **1.4.5 Referral Criteria**

Law Enforcement officers, in the course of performing their duties; often encounter people in need of help that can best be provided by another criminal justice or social service agency.

Exercising sound discretion based on one or more of the following criteria should guide those in need of help to the appropriate agencies:

- Assessment of the subject's need through discussion or observation
- Request by the subject or relatives for specific assistance
- The necessity of immediate aid

#### **1.4.6 Public and Social Service Agencies**

There are numerous social service agencies, both public and private that are available in the City of Norwalk for those persons in need of specific help. Many of these agencies are useful to law enforcement officers for referring persons with specific needs.

The Connecticut INFOLINE acts as a clearinghouse for a variety of social services. When referring persons to social service agencies, officers should seek the assistance of INFOLINE. This is a 24-hour service that can be reached at 211.

#### **1.4.7 Traffic Safety Planning**

The commanding officer assigned to the Community Police Services Division is responsible for:

- Maintaining regular contact with the city's traffic analyst
- Promoting traffic safety issues
- Maintain liaison with various traffic safety organizations such as MADD

- Coordinating various traffic enforcement efforts as directed by the commanding officer of the division
- Coordinating other traffic-related duties with the patrol division

Through periodic meetings and regular contacts with traffic safety agencies, the Community Police Services Division will provide and receive input that will assist in promoting traffic safety issues.



**CHAPTER 1.0**

**APPENDIX A**

**LAW ENFORCEMENT ROLE AND AUTHORITY**

**OATH OF OFFICE**

**NORWALK DEPARTMENT  
OF  
POLICE SERVICE**

I do solemnly swear that I will bear true faith and allegiance to the United States of America and the State of Connecticut, and will support the constitution and the laws thereof, so help me God.

I do solemnly swear that I will faithfully and impartially discharge and perform all duties incumbent upon me as a police officer of the City of Norwalk.

I hereby accept the office of Police Officer on the Police force of the City of Norwalk, and agree to obey and be bound by such rules and regulations as are or may be from time to time, laid down for the government of the Police Department of said City.





## **CHAPTER 1.0**

### **APPENDIX B**

#### **LAW ENFORCEMENT ROLE AND AUTHORITY**

## **LAW ENFORCEMENT**

### **CODE OF ETHICS**

All law enforcement officers must be fully aware of the ethical responsibilities of their position and must constantly strive to live up to the highest possible standards of professional policing.

The Norwalk Department of Police Service believes it is important that police officers have clear advice and counsel available to assist them in performing their duties consistent with these standards, and has therefore adopted the following ethical mandates as guidelines to meet these ends.

#### **Primary Responsibilities of a Police Officer**

A police officer acts as an official representative of government who is required and trusted to work within the law. The officer's powers and duties are conferred by statute. The fundamental duties of a police officer include serving the community; safeguarding lives and property; protecting the innocent; keeping the peace; and ensuring the rights of all to liberty, equality and justice.

#### **Performance of the Duties of a Police Officer**

A police officer shall perform all duties impartially, without favor or affection or ill will and without regard to status, gender, gender identity/expression, sexual orientation, immigration status, ethnicity, national origin, age, disability, housing status, language fluency, occupation, education, economic status, race, religion, political belief/affiliation(s) or aspiration. All citizens will be treated equally with courtesy, consideration and dignity.

Officers will never allow personal feelings, animosities or friendships to influence official conduct. Laws will be enforced appropriately and courteously and, in carrying out their responsibilities, officers will strive to obtain maximum cooperation from the public. They will conduct themselves in appearance and deportment in such a manner as to inspire confidence and respect for the position of public trust they hold.

#### **Discretion**

A police officer will use responsibly the discretion vested in the position and exercise it within the law. The principle of reasonableness will guide the officer's determinations and the officer will consider all surrounding circumstances in determining whether any legal actions shall be taken.

Consistent and wise use of discretion, based on professional policing competence, will do much to preserve good relationships and retain the confidence of the public. There can be difficulty in choosing between conflicting courses of action. It is important to remember that a timely word of advice rather than arrest -

which may be correct in appropriate circumstances - can be a more effective means of achieving a desired end.

### **Use of Force**

A police officer will never employ unnecessary force or violence and will use only such force in the discharge of duty as is reasonable in all circumstances.

Force should be used only with the greatest restraint and only after discussion, negotiation and persuasion have been found to be inappropriate or ineffective. While the use of force is occasionally unavoidable, every police officer will refrain from applying the unnecessary infliction of pain or suffering and will never engage in cruel, degrading or inhuman treatment of any person.

### **Confidentiality**

Whatever a police officer sees, hears, or learns of, which is of a confidential nature, will be kept secret unless the performance of duty or legal provisions requires otherwise.

Members of the public have a right to security and privacy, and information obtained about them must not be improperly divulged.

### **Integrity**

A police officer will not engage in acts of corruption or bribery, nor will an officer condone such acts by other police officers.

The public demands that the integrity of police officers be above reproach. Police officers must therefore avoid any conduct that might compromise integrity and thus undercut the public confidence in a law enforcement agency. Officers will refuse to accept any gifts, presents, subscriptions, favors, gratuities or promises that could be interpreted as seeking to cause the officer to refrain from performing official responsibilities honestly and within the law. Police officers must not receive private or special advantage from their official status. Respect from the public cannot be bought; it can only be earned and cultivated.

### **Cooperation with Other Officers and Agencies**

Police officers will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

An officer or agency may be one among many organizations that may provide law enforcement services to a jurisdiction. It is imperative that a police officer assists colleagues fully and completely with respect and consideration at all times.

### **Personal/Professional Capabilities**

Police officers will be responsible for their own standard of professional performance and will take every reasonable opportunity to enhance and improve their level of knowledge and competence. Through study and experience, a police officer can acquire the high level of knowledge and competence that is essential for the efficient and effective performance of duty. The acquisition of knowledge is a never-ending process of personal and professional development that should be pursued constantly.

### **Private Life**

Police officers will behave in a manner that does not bring discredit to their agencies or themselves.

A police officer's character must always be exemplary, thus maintaining a position of respect in the community, in which he or she lives and serves. The officer's personal behavior must be beyond reproach.



## **CHAPTER 1.0**

### **APPENDIX C**

#### **SOUTHERN FAIRFIELD COUNTY**

#### **MUTUAL POLICE ASSISTANCE COMPACT**

WHEREAS, Chapter 7-277a of the Statutes of the State of Connecticut authorize municipalities to enter into agreements for mutual police assistance; and

WHEREAS, the undersigned municipalities find that general and emergency law enforcement needs can best be served by the creation of a regional approach to law enforcement, resulting in better coordination and less duplication in law enforcement efforts; and

WHEREAS, the undersigned municipalities find that a Mutual Police Assistance Compact is necessary in order to protect the safety and well-being of the respective municipalities; and

WHEREAS, the undersigned municipalities wish to cooperate on mutual police assistance in furtherance of these goals under the terms of this compact;

NOW, THEREFORE, it is mutually agreed by and among the undersigned municipalities, by their respective chief executive officers duly authorized, to the following:

#### **ARTICLE ONE: PROVISION OF PERSONNEL AND EQUIPMENT**

1. The chief executive officers of the undersigned municipalities hereby delegate to the Chiefs of Police of their respective municipalities the authority to determine when the provision of police personnel and equipment best serves the purpose of this compact.
2. It is anticipated that personnel and equipment will be deployed pursuant to this compact in order to respond to extraordinary or unique public safety situations.
3. All such requests shall be made to the Chief of Police of the municipality from which assistance is sought. Each such request shall be logged by the sending and requesting municipality.
4. Any municipality providing assistance pursuant to this compact shall record the names and time of dispatch of all personnel assigned in response to a request for assistance. All such records shall be furnished to the receiving municipality upon request.
5. During the deployment of personnel and equipment pursuant to this compact, the officers so deployed shall be deemed a member of the "Southern Fairfield County Law Enforcement Unit" (the "Unit"), and each shall have the same powers, duties, privileges, and immunities as are conferred on the police officers of the municipality in whose jurisdiction the Unit or any of its officers is operating.
6. During a deployment, the undersigned municipalities shall provide available law enforcement personnel and equipment as needed.

## **ARTICLE TWO: DUTIES OF PERSONNEL**

1. All personnel assigned to a deployment pursuant to this compact shall, upon notification, deploy to the location to which they have been assigned and place themselves under the direction of the unit's supervising officer.
2. Each officer assigned to the unit shall wear his regular department uniform.
3. All non-custodial arrests made pursuant to this compact shall be processed by the officer issuing the citation and summons. All custodial arrests shall be processed by an officer from the jurisdiction in which the arrest is made.
4. All unit personnel shall communicate on the "A-zone" (PERS) radio system.

## **ARTICLE THREE: REIMBURSEMENT AND LIABILITY**

1. Each participating municipality agrees that it shall be responsible for all of its own costs which have been incurred in providing assistance under this compact, whether that municipality's equipment and personnel were operating within or without its own jurisdiction. Such costs may include but are not limited to:
  - the actual payroll cost to the municipalities of all personnel assigned;
  - the replacement cost of all equipment lost, destroyed, or made unavailable for further service;
  - fuel and maintenance for police cars;
  - the cost of repairing damaged equipment;
  - awards for death, disability, or injury to personnel provided pursuant to this compact to the extent that such awards exceed Worker's Compensation coverage;
  - Worker's compensation claims as set forth in C.G.S. 31-275 et seq.;
  - survivor's benefits as set forth in C.G.S. 7-323e.
  - heart and hypertension claims as set forth in C.G.S. 7-433a et seq.;
2. In the event outside funding becomes available to pay for the expenses of the municipalities operating under this compact, such funds shall be allocated among the participating municipalities on a proportional cost basis, i.e., the same ratio as any municipality's expenses bear to the total cost of the services provided here under.
3. The services performed and expenditures made under this Agreement shall be deemed for public and government purposed and all immunities from liability enjoyed by the local government within its boundaries shall extend to its participation in rendering emergency service outside its boundaries.
4. Each party shall remain liable for the defense, settlement, and/or judgment arising from any and all claims by third parties for property damage and personal injury (including death), which have arisen or are alleged to have arisen out of that party's conduct under this Agreement, whether the alleged tortuous act took place within or without the party's respective jurisdiction.

#### **ARTICLE FOUR: MISCELLANEOUS**

1. Participation in this compact does not bind any municipality to provide assistance to any specific request for a deployment.
2. The Chief of Police of the municipalities providing assistance may, if necessary to protect the safety and well being of said municipality, recall all personnel or equipment provided pursuant to this compact.
3. Withdrawal from this compact by any municipality hereto shall be made by thirty (30) days written notice to all other municipalities, but shall not terminate the compact among the remaining municipalities.





## **CHAPTER 2.0**

### **ORGANIZATION AND MANAGEMENT**

#### **2.1 ORGANIZATIONAL STRUCTURE**

##### **2.1.1 Organizational Structure/Table of Organization**

The organizational structure of the Norwalk Department of Police Service consists of the Board of Police Commissioners, the Office of the Chief of Police, the Deputy Chief of Operations, the Deputy Chief of Administration, and various divisions and units. The Office of the Chief of Police shall report directly to the Board of Police Commissioners. The Deputy Chiefs of Police shall report directly to the Chief. The division commanders shall report directly to one of the Deputy Chiefs. Within the various divisions are units or squads. The Table of Organization (Appendix A) is used to describe the department and to show the relationship of each component within the entire department. The Table of Organization further assigns responsibilities, functions, and duties to each component within the department.

##### **2.1.2 Board of Police Commissioners**

The Mayor is the Chief Elected Official of the City of Norwalk and an ex-officio member of the Board with the authority to appoint two (2) residents as Police Commissioners. The Board receives its authority from Article VIII of the City Charter.

##### **2.1.3 Office of the Chief of Police**

The Chief of Police is the chief executive officer of the department as described in Directive 2.2.1 and the Norwalk Police Manual.

##### **2.1.4 Office of the Deputy Chief of Police**

The Deputy Chief of Operations is second in command of the department as described in Directive 2.2.1 and the Norwalk Police Manual. In the Chiefs absence, the Deputy Chief of Operations shall assume the duties of the Chief of Police. The Deputy Chief of Operations oversees the Emergency Services Unit.

The Deputy Chief of Administration is third in command of the Department as described in Directive 2.2.1 and the Norwalk Police Manual. In the Chiefs and the Deputy Chief of Operations absence, the Deputy Chief of Administration shall assume the duties of the Chief of Police.

##### **2.1.5 Patrol Division**

The patrol division is commanded by the Deputy Chief of Operations and shall consist of three (3) platoons of uniformed patrol, the Community Police Services Division, the Marine Unit, and the Emergency Services Unit.

Each patrol platoon is commanded by a Lieutenant and is divided into three (3) squads. These Platoons will provide police services on a 24-hour basis including preventive patrol, apprehending violators, and responding to citizen calls for service and the preliminary investigation of crimes and accidents.

The Community Police Services Division shall be staffed by a commanding officer and is responsible for traffic enforcement as well as traffic safety, and specific community policing activities to which each officer within the Community Police Services Division is assigned. The division is also responsible for planning and coordinating the various crime prevention programs and press releases.

The Marine Unit shall be commanded by a Sergeant and is responsible for providing police services to include rescue operations and assisting disabled vessels. The Marine Unit patrols for boating violations and enforces hunting, fishing, and shellfish regulations in the Norwalk Harbor and surrounding waters.

The Emergency Services Unit shall be made up of sworn personnel from various division/units within the department. This specialized unit shall have assigned a supervising officer who shall command the unit for the purposes of administering the unit's budget and equipment as well as to plan for the training needs for the members of this unit. This unit is staffed by various personnel who hold other assignments.

Each platoon, division, or unit commander is responsible for the direction, coordination, control, quality, and quantity of service performed by employees under their command. Each platoon, division, or unit shall establish a workable interface with the other divisions and submit a monthly activity report to the Deputy Chief of Operations.

#### **2.1.6 Investigative Divisions**

The Investigative Divisions consist of the Detective Division, Special Services Division, Special Victims Unit, and Identification Unit. The commanders of these units shall report directly to the Deputy Chief of Operations.

The Detective Division shall be commanded by a Lieutenant and is divided into three (3) squads, each supervised by a Sergeant, which are responsible for follow-up investigation of felonies or any other cases or matters, including those designated as "Cold Cases" (as defined in Directive 6.2.12), assigned by the commanding officer, supervising officer, officer in charge, or Chief of Police.

The Special Services Division shall be commanded by a Lieutenant and is responsible for follow up and investigations involving vice, gambling, narcotics and organized crime activities.

The Special Victims Unit shall be commanded by a Lieutenant and is responsible for follow-up and investigation of offenses committed by or against juveniles and the elderly, disabled, or special needs persons. The unit is also responsible for the DARE program.

The Identification Unit shall be commanded by a Lieutenant and is responsible for processing major crime scenes, fingerprinting, and photography.

#### **2.1.7 Administrative Divisions**

The Administrative Divisions consist of the Headquarters Division, the Communications Division, the Training and Recruitment Division, the Professional Standards Division, and the Administrative Manager. The commanders of these units shall report directly to the Deputy Chief of Administration.

The Headquarters Division shall be commanded by a Lieutenant who is responsible for Building Maintenance, Animal Control, Property Unit, Court Liaison, Complaint Unit and Fleet Management.

The Communications Division shall be commanded by a Lieutenant and is responsible for the radio, telephone, teletype, and automated data communications of the Department.

The Training and Recruitment Division will be commanded by a Lieutenant who is responsible for department wide training of all employees, sworn and civilian. Officer's certification in accordance with P.O.S.T. policy and the recruitment, testing, and hiring process of new officers.

The Professional Standards Division shall be staffed by one commander holding the rank of Lieutenant or above and be responsible for planning, research, grants, and accreditation. The Internal Affairs function shall report directly to the Chief of Police.

The Administrative Services Division shall be commanded by the Administrative Manager. A civilian manager shall be responsible for fiscal services, purchasing/bookkeeping, extra work, public records, data entry, payroll, and computer information/alarm administration.

#### **2.1.9 Unity of Command**

Each Norwalk Department of Police Services employee is accountable to only one (1) supervisor at any given time. Each employee will be responsible or accountable to their regular immediate supervisor except when working on a special assignment, incident, extra duty, or temporarily assigned to another unit or squad. In these cases the employee will be accountable to the first line supervisor over that special assignment, incident, extra duty, unit, or squad.

Similarly, each organizational component will be under the direct command of only one (1) supervisor as illustrated by the Table of Organization.

It is recognized that there may be times when a supervisor has to give a lawful command to an employee or component that is outside their chain of command. In these cases the order shall be obeyed.

#### **2.1.10 Command Protocol**

In the event of a joint operation of different divisions or units, the senior officer coordinating the operations for the division or unit will be in overall command of the operation.

#### **2.1.11 Span of Control**

To achieve effective direction, coordination, and control the number of employees under the immediate control of a supervisor will not be excessive. The exact number of employees supervised by any one supervisor will be dependent on the nature of the task being performed, complexity of the task, size of the area to be supervised, experience level of the employees involved, and any other factors having a bearing on the task.

#### **2.1.12 Authority and Responsibility**

The Norwalk Department of Police Service is an organization with an assignment of responsibility and accountability throughout the rank structure. The organizational structure, which is set forth by the Board of Police Commissioners in the Table of Organization, establishes authority and responsibility for members to carry out their duties.

Each supervisor is responsible for the direction, coordination, control, quality, and quantity of service performed by employees under their command. Supervisors are given full authority to make decisions necessary for the effective execution of their responsibilities. It is also understood that all employees are accountable for the use of delegated authority as well as the failure to use it.

### **2.1.13 Notifications**

While supervisors are given the responsibility and commensurate authority to carry out their assignments, there are times when certain circumstances dictate that the Chief of Police be notified in a timely manner. In addition to other notification requirements found in these directives and elsewhere, the Chief of Police will be immediately notified if any of the following occur:

- All homicides and suicides
- Employee death or serious injury
- Fatal accidents
- Any allegation of criminal behavior or serious misconduct against an officer
- Any discharge of a firearm by an officer whether on or off duty (other than training or to dispose of an animal)
- Any prisoner escape
- Police vehicle accidents that cause injury or substantial property damage
- Any serious crime or incident which will gain heightened community interest or media coverage
- Any incident which may expose the City of Norwalk or the police department to significant liability

At the direction of the State's Attorney for GA 20, that office will be notified if the following incidents occur:

- Homicides and suspicious deaths
- Assaults resulting in serious injury
- Robbery in the 1<sup>st</sup> degree
- Bank Robbery of any degree
- Kidnapping in the 1<sup>st</sup> degree
- Sexual Assault in the 1<sup>st</sup> degree with significant physical injury
- Fatal accidents of any type
- Any shooting incident involving shots fired at or by law enforcement personnel
- Any major fire in which arson is known or suspected
- Any suicide
- All internal investigations where there is a reasonable possibility that a crime has been committed
- All barricade/hostage situations

The ranking supervisor on duty is responsible for ensuring that the required notifications are made as soon as possible, given the exigencies of the situation.

## CHAPTER 2.0

### ORGANIZATION AND MANAGEMENT

#### 2.2 DIRECTION

##### 2.2.1 Command Authority

The authority and responsibility of the Chief of Police is as stated in Section 3.1 of the Norwalk Department of Police Service Rules and Regulations Manual. The Chief of Police is responsible for the enforcement of Federal, State and Local Laws. The Chief of Police is responsible for the administration of all matters pertaining to the Department of Police Service in the City of Norwalk, and is considered always on duty. The Chief of Police is under the direction of the Board of Police Commissioners as required by law. (Re: City Charter 1-297 pg. 279). The authority and responsibility of the position of Deputy Chief of Police is as stated in Section 3.2 of the Norwalk Department of Police Service Rules and Regulations Manual. The position of Deputy Chief of Police is under the direction of the Chief of Police and is considered always on duty.

##### 2.2.2 Order of Command Authority.

The Chief of Police shall appoint one of the Deputy Chiefs of Police to act in his absence should the Chief become unavailable, out of state, or out of the country for an extended period of time.

In the event the Chief of Police is incapacitated or otherwise unable to act, the Deputy Chief of Operations will assume the authority and responsibilities of the Chief of Police. In the event the Deputy Chief of Operations is incapacitated or unable to act, the Deputy Chief of Administration, would then assume the authority and responsibility of the Chief of Police.

If all of the above persons are incapacitated or unavailable and an event should occur that would require the authority and responsibility of the Chief of Police, the highest ranking supervisor on duty or available will assume command authority.

Whenever command authority is designated to or assumed by any of the above, that person shall refrain from changing, modifying, or setting departmental policy.

##### 2.2.3 Supervisory Accountability

All supervisory personnel shall be held accountable for the performance of employees under their immediate control.

##### 2.2.4 Obedience to Orders

All department personnel shall promptly obey any lawful order of a superior officer, including any order relayed from a superior officer through an employee of the same or lesser rank (Re: 4.11, Norwalk Department of Police Service Rules and Regulations Manual).

##### 2.2.5 Conflicting or Illegal Orders

Officers who are given an otherwise proper order which is in conflict with a previous order, rule regulation or directive shall respectfully inform the superior officer issuing the order of the conflict. If the superior officer issuing the order does not alter or retract the conflicting order,

the order shall stand. Under these circumstances, the responsibility for the conflict shall be upon the superior officer. Officers shall obey the conflicting order and shall not be held responsible for the disobedience of the order, rule, regulations or directive previously issued.

Officers shall not obey any order which they know or should know would require them to commit any illegal act. If in doubt as to the legality of an order, officers shall request the issuing officer to clarify the order or to confer with higher authority (Re: 4.12 Norwalk Department of Police Service Rules and Regulations Manual).

#### **2.2.6 Staff Meetings**

The Chief and/or the Deputy Chiefs of Police shall meet weekly with the division commanders and/or other personnel, as they deem necessary.

The Chief of Police shall conduct monthly staff conferences with division, platoon, and/or unit commanding officers.

The commanding officers shall conduct staff conferences at least every two months with their respective subordinate supervisors.

## **ORGANIZATION AND MANAGEMENT**

### **2.3 WRITTEN COMMUNICATIONS**

#### **2.3.1 Types of Written Communications**

The department shall have a written communications system, which shall include the following:

##### **Departmental Directives**

Issued by: Chief of Police

Purpose: They shall be the overall reference for the effective operation of the department, which shall announce the adoption or revision of policy and establish procedure for the department for an indefinite period of time and are binding until formally rescinded.

Format: All directives shall be included in one manual issued to each employee. The first page of each Directive shall include the general chapter name and number, the specific chapter title and sub-chapter number and each page shall include a page number and the most recent revision date.

##### **General Orders**

Issued by: Chief of Police

Purpose: General Orders are written orders which are outside the scope of department directives and define policy and direct procedures for the indefinite future and have a general affect on the Department as a whole.

Format: General Orders shall include at the top of the page: the type of department name and location; type of order, order number; date issued; subject, issuer and audience. The orders shall be signed by the Chief of Police.

##### **Special Orders**

Issued by: Chief of Police

Purpose: Special Orders are written directives, which define policy or direct procedure for special situations. Special Orders tend to be self-canceling or the need is short lived.

Format: Special Orders shall include at the top of the page: the department name and location; type of order, order number; date issued; subject, issuer and audience. The orders shall be signed by the Chief of Police.

##### **Personnel Orders**

Issued by: Chief of Police

Purpose: Personnel Orders are written directives reporting appointments, transfers, promotions, or other personnel matters.

Format: Personnel Orders shall include at the top of the page: the type of department name and location; type of order, order number; date issued; subject, issuer and audience. The orders shall be signed by the Chief of Police.



### Departmental Manuals

Issued by: Chief of Police

Purpose: Documents which describe lengthy procedures to be followed by specialized divisions or subdivisions of the department or which define, illustrate, inform, or direct all department employees in general. These may include but are not limited to:

- Communications Reference Manual,
- Rules and Regulations Manual
- Job Descriptions
- Forms Manual

### Training Memorandum

Issued by: Commanding officer Training and Recruitment Unit

Purpose: Written documents used to inform and instruct department employees.

### Memorandum

Issued by: Any department employee

Purpose: To convey information. Memorandums do not reflect policy, however the nature of information contained therein may constitute an order and as such are to be considered official.

### Bulletins, Newsletters and other Specialized Items

Issued by: Any department employee

Purpose: May take a variety of forms and are issued for informational purposes (Det. Div. Flyers, Extra Observations Forms).

## **2.3.2 Department Directives Manual**

Each employee of the department shall be issued a copy of the Department Directives Manual. The manual serves as a source document, outlining general rules, regulations, policies and procedures in the form of department directives. All personnel are charged with the responsibility of being familiar with and abiding by the provisions of the manual. Each departmental employee is responsible for the maintenance and security of their manual. The manual is also located in the NPD Info folder on the agency's computer server.

The Professional Standards Division is responsible for coordinating the issuance of new or revised material in the manual. Such material shall be issued to the division commanding officers for dissemination.

The division commanding officers shall supply Professional Standards with a list, which indicates those officers who have received the new copy of revised material. Each employee shall place his signature and employee I.D. number beside his name on the list, acknowledging receipt of the directive.

Supervisors shall conduct periodic inspections of the manuals issued to employees under their command to ensure compliance with this directive. The Professional Standards Division shall publish and disseminate all revisions to the directives manual issued during the previous calendar year.

### **2.3.3 New or Revised Departmental Directives and Other Communications**

To facilitate the review of proposed departmental directives and the revision of existing ones prior to their promulgation, the following procedure is established.

Proposed departmental policies, procedures, rules and regulations and revisions of existing ones will be forwarded, through channels, to the commanding officer of Professional Standards. The Professional Standards Division will evaluate the proposal in consultation with the Chief of Police and determine the appropriate course of action. It is determined that a new directive is needed, or an existing one needs revising, the Professional Standards Division will:

- prepare a draft of the proposed directive
- distribute copies of the draft to the Chief of Police and all division commanders for their review and comments
- set a return date for the draft, allowing adequate time for all the review and feedback process

Division commanding officers may elect to involve other personnel who will be affected by the proposal in the review process.

When all drafts are returned the Professional Standards Division, in consultation with the Chief of Police, will evaluate the proposed revisions and make appropriate changes. Occasionally, it may be necessary for revised drafts to be redistributed to commanding officers for additional comments.

The Professional Standards Division will then submit the FINAL proposal to the Chief of Police for his approval.

Upon approval by the Chief of Police, Professional Standards will have the necessary documents distributed to all personnel in the form of a Directive Change Order. These change orders shall be numbered as issued each year. A copy of the change orders shall be maintained in a book at the front desk.

The Professional Standards Division is responsible for the indexing and purging of all Departmental Directives, Special Orders, Personnel Orders and department level manuals.

### **2.3.4 Gender Term Usage**

Wherever used herein or in any department communications, the term of masculine gender shall include a member of either gender, unless the context clearly requires otherwise.



## CHAPTER 2.0

### ORGANIZATION AND MANAGEMENT

#### 2.4 GENERAL MANAGEMENT

##### 2.4.1 Administrative Reporting System

###### **Purpose**

This directive shall establish an administrative reporting system within the Norwalk Department of Police Service. The purpose of the administrative reporting system is to provide management information on the activities of the agency.

###### **Policy**

It shall be the policy of the Norwalk Department of Police Service to utilize all data available in order to facilitate and enhance the decision making process. A complete analysis of relevant data shall enable the agency to use all available resources in the most effective, efficient manner providing the highest quality service to the community. Division commanders will notify the Chief of Police and the Deputy Chief of Operations of any significant events via email.

The administrative reporting system shall consist of:

1. Monthly Division Reports
2. Annual Agency Reports
3. Daily and Weekly Administrator Briefings

The Daily and Weekly Administrator Briefings are automatically computer generated through our LEAS system. The briefings are emailed to supervisors and command staff each morning. The daily briefing provides an overview of significant events and arrests from the previous 24 hrs. The weekly briefing combines all activity for a two week period of time.

##### 2.4.2 Monthly Divisional Activity Reports

On or before the 7th day of each month, each division commanding officer shall file with the Chief of Police, a report accounting for the activities in their units during the previous month.

Monthly Division Activity Reports may include:

- Administrative matters
- Programs implemented
- Significant arrests/investigations
- Goals and objectives for coming month(s)
- Progress toward achievement of previously stated goals

### **2.4.3 Annual Reports**

The Administrative Manager shall be responsible for the compilation of the Annual Agency Summary Report, which shall be a summary of the 12 previous monthly reports.

The commanding officer of the Professional Standards Division shall be responsible for compilation of the Annual Agency Report.

The Annual Agency Report shall be a summary of the department's activities for the previous calendar year and may also include:

1. A statement of the agency's significant accomplishments during the year
2. A statement of the agency goals and objectives for the coming year
3. Fiscal data
4. Divisional summaries, significant occurrences or incidents
5. Any other information deemed pertinent and appropriate by the Chief of Police

The annual report shall be submitted to the Chief of Police for review prior to finalization. The report shall be distributed through the office of the Chief and shall be available to the public.

### **2.4.4 Maintenance and Accountability of Agency Forms**

The commanding officer of the Professional Standards Division shall have responsibility for maintenance and accountability of all agency forms. All department-authorized forms shall be kept in a master file under the control and direction of the Professional Standards Division.

### **2.4.5 Form Development**

A change in department operations may result in the need for the development of a new department form or modification of an existing form.

Whenever a member of this department recognizes a need for a new form or modification of an existing form, that person shall submit a report detailing the need, through the chain of command, to their commanding officer who shall evaluate their request and if appropriate forward the request to the Chief of Police. The report should be accompanied by a draft of the new recommended form if possible.

If the Chief of Police concurs with the recommendation, he shall forward all documentation to the Professional Standards Division who shall make a draft copy of the new form. The draft copy and a report detailing the reasons for the recommended development or change shall be sent to all division and platoon commanding officers for their review and comment.

All comments received by the division/platoon commanding officers shall be reviewed by the Chief of Police and the staff of the Professional Standards Division. A decision shall be made to do one of the following:

- Develop a new form
- Modify an existing form
- Take no action on the initial recommendation

A decision to develop a new form or modify an existing form will be forwarded to the commanding officer of Professional Standards who shall then make a final draft of said form.

The recommendation and all documentation shall be forwarded to the Chief of Police for his review and final determination.

#### **2.4.6 Forms Control**

All forms issued and approved by this agency for use by personnel in the performance of duty shall be assigned a control number preceded by the designation 'NPD'. Each new form shall be assigned the next sequential form number followed by the approval or modification date (month/year).

The Administrative Manager shall be responsible for maintaining an adequate supply of departmental forms and shall replenish stock as necessary.



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### **ORGANIZATION AND MANAGEMENT**

#### **2.5 PLANNING AND RESEARCH**

##### **2.5.1 Organization and Staffing**

A member of the Professional Standards Division shall be responsible for planning and research assignments as directed by the commanding officer. The Professional Standards Division shall be responsible for internal investigations and Staff Inspections.

##### **2.5.2 Planning and Research Functions**

While every member of the police department engages in planning and research to some extent, the Planning/Research Accreditation Unit is established to perform the majority of these types of assignments. These assignments include the following areas of responsibilities:

- ensuring that department policies and procedures are in compliance with all federal and state laws, local ordinances and judicial rulings
- planning, researching and implementing special projects at the direction of the Chief of Police
- systematically establishing, reviewing and improving forms and documents used within the police department
- dissemination of information within the department pertaining to its functions

Further, the Planning/Research Accreditation Unit may be used as a resource for other divisions and units within the department to assist with planning matters that the various units may be responsible for.

##### **2.5.3 Dissemination of Information**

Copies of all staff and analytical reports shall be distributed to commanding officers within the department. It is the responsibility of those commanding officers to disseminate relevant information to their subordinates. All employees are encouraged to make suggestions and comments through the chain of command after review of such reports. These reports may be distributed via electronic or written form.

##### **2.5.4 Multi-Year Planning**

The Planning/Research Accreditation Unit is responsible for developing long-term plans, which will anticipate future conditions and accommodate for them. Included in this framework are:

- Development of goals and operational objectives based in part on administrative needs and forecasts. Input will be solicited from all employees in the same manner as for yearly objectives
- Anticipation of population trends and their impact of police workload



- Anticipation of personnel levels using budget projections along with the International Association Chiefs of Police manpower formula
- Anticipation of capital improvements and equipment needs

The long-term plan will be updated as needed, but in any event, reviewed no less than once each year via a collaborative effort between The Chief of Police, the Deputy Chief(s) of Police, Professional Standards staff, the Administrative Manager, and Division Commanders as deemed appropriate by the Chief of Police. Elements to be considered should include, but not be limited to, far reaching projections of population growth and available workforce demographics, employee input, fiscal trends, and community service needs. The review should also acknowledge the presence of proven systems and excellence of service in the current operating state of the agency, while recognizing the continued importance of opportunities for improvement and growth, as well as identifying areas of potential future risk and their feasible mitigation solutions.

## CHAPTER 2.0

### ORGANIZATION AND MANAGEMENT

#### 2.6 CRIME ANALYSIS

##### 2.6.1 Crime Analysis Procedures

The Deputy Chief of Administration or his designee is responsible for the crime analysis function of the Norwalk Department of Police Service. The purpose of crime analysis is to collect, collate, analyze and disseminate information regarding crime trends and patterns for the purposes of:

- preventing and suppressing crime
- apprehending law violators
- developing the department's crime control and prevention tactics
- assist in developing long-range strategies and plans for the department

In general, collection of crime data will be from computer compilation and shall be collected from the following sources:

- complaint and incident reports
- supplemental reports
- arrest reports
- missing person reports
- stolen motor vehicle reports
- periodic statistical reports

In addition, information from other sources shall be considered in the crime analysis function. Examples of such sources include:

- newspaper articles
- citizen opinion surveys
- intelligence reports from other agencies

The Deputy Chief of Administration or his designee shall be alert to patterns or trends that develop while analyzing and evaluating the above data and findings for accuracy, and shall notify the Chief of Police anytime such a pattern or trend is recognized. In addition, such information shall be presented at regular staff meetings or briefings held by the Chief of Police.

The Deputy Chief of Administration or his designee shall disseminate crime analysis information to appropriate units or persons when crime information affecting a particular unit or division is identified. In addition, commanding officers of any division or unit may request an analysis of a particular offense, area, class of victim or perpetrator. Such requests shall be made through the chain of command.

##### 2.6.2 Factors in Crime Analysis

Crime analysis is conducted in an attempt to identify similarities and patterns of crimes, screen and categorize suspects, and aid in assembling and categorizing specific crimes that may involve an offender.

To accomplish effective crime analysis, the following factors are to be included:

1. Frequency by type of crime
  - a) felony offenses
  - b) misdemeanor offenses
  - c) all offense
2. Geographic factors
  - a) beat configurations
  - b) reporting areas
3. Chronological factors
  - a) date
  - b) time
  - c) day
  - d) span
4. Victim and target descriptors
  - a) victim demographics
  - b) target demographics
5. Suspect description and demographics
  - a) sex
  - b) race
  - c) height
  - d) weight
  - e) scars, marks, tattoos, etc.
6. Suspect vehicle descriptors
  - a) license number
  - b) vehicle make, model, year, color
  - c) unique characteristics
7. Modus operandi factors
  - a) suspects yet to be identified
  - b) suspects that have been identified
  - c) unsolved crimes
  - d) solved crimes
8. Physical evidence information
  - a) unique tools or instruments
  - b) latent fingerprints suitable for comparison purposes
  - c) other crime scene trace evidence (blood, hair, fibers, etc.)
9. Problem oriented or community oriented policing strategies

### **2.6.3 Distribution of Crime Analysis Information to Outside Sources**

From time to time, it is necessary or useful to distribute specific crime analysis information to the general public for the purpose of gathering community support or inform the public of a

particular problem or condition. Crime analysis information may be released to individuals, groups, or the media only upon review and authorization by the Chief of Police.

#### **2.6.4 Crime Analysis Feedback and Evaluation**

Persons receiving crime analysis information are encouraged to provide feedback to the Deputy Chief of Administration or his designee regarding the type, quality and usefulness of crime analysis information received. The Deputy Chief of Administration or his designee shall evaluate such feedback in terms of evaluating the crime analysis program.



## **CHAPTER 2.0**

### **ORGANIZATION AND MANAGEMENT**

#### **2.7 ALLOCATION AND DISTRIBUTION OF PERSONNEL**

##### **2.7.1 Position Staffing**

Total personnel staffing levels for the Norwalk Department of Police Service shall be authorized by the Board of Police Commissioners. The Chief of Police shall determine and maintain an up to date staffing table and organizational chart. These documents shall provide the following information:

- the number and type of each position authorized by the current budget
- location of each position within the organizational structure
- position status (whether filled or vacant) for each authorized position

##### **2.7.2 Personnel Assignments**

At least once every four years a workload assessment will be conducted by the Chief of Police or his designee. Such workload assessments shall be used to evaluate the allocation and distribution of personnel, consistent with the provisions of any collective bargaining agreements and the provisions of this manual. Said workload assessment shall be guided by methodology as deemed applicable by the Chief of Police, using professionally recognized philosophies and nationally noted trends adjusted for local characteristics and conditions. Methodology may include correlations of data from, but not limited to, volume of calls for service, date & time, type & duration, population size & density, cultural variables, seasonal climate considerations, availability of personnel, and Municipal resources. Conclusions and/or recommendations from the assessment may be used to substantiate the allocation and distribution of personnel as deemed appropriate by the Chief of Police.

##### **2.7.3 Specialized Assignments**

The Chief of Police shall maintain a list of specialized and/or temporary assignments along with a statement of purpose for each assignment. The Chief of Police, or his designee, shall conduct an annual documented review of the assignments to determine whether they should be continued or eliminated. This review shall include:

- a listing of the agency's specialized assignments
- a statement of purpose for each listed assignment; and
- the evaluation of the initial problem or condition that required the implementation of the specialized assignment

Any anticipated openings for specialized or temporary assignments shall be announced in writing to all sworn members of the department. The notice shall describe the selection criteria along with any requirements for filling the position. The Chief of Police shall determine the selection process, and have sole discretion over appointments to and transfers from such assignments. The criteria for selection of personnel for such specialized assignments shall be based upon the skills, knowledge and abilities required for the assignment. The selection criteria may also include educational or training requirement and minimum experience levels.

## **2.7.4 Succession Planning**

### **Definition and Purpose**

The Norwalk Department of Police Services places an elevated importance on its quality of service to the community it represents. It is recognized that several different types of assets and resources are needed to achieve this important mission. This agency believes that its greatest and most valuable resource is by far its "Human Capital", and that in order to deliver the best services possible, it must constantly strive to become the best version of itself via its personnel.

A "Succession Plan" is an ever evolving executive developmental tool, under the sole purview of the Chief of Police, who analyzes input from various sources to modify the plan for optimum agency performance, ensuring that the plan aligns with strategic agency goals. This may be accomplished via personnel identification and development, for staffing of key positions. This plan shall assist in ensuring leadership continuity, via retention of intellectual capital of agency staff, for placement into key leadership positions as they become available or needed. Succession Planning is an effective means by which to assure the seamless transition in critical command positions, by maintaining the collective knowledge gained over generations, and preventing the loss of institutional or organizational memory. Proficiency in succession planning may be achieved by combining the lessons learned of past experiences with modern applications while allowing for the cultural and generational changes of future leaders and the community they will serve.

### **Critical Positions, Key Personnel, Development**

Select areas of chapters two and three of this Directives Manual will prove useful in identifying the two main components of the Succession Plan: Critical Positions and Key Personnel.

#### **Critical positions**

Critical positions in the agency shall be identified, in part, by the role they serve in the overall operational capabilities of the department in providing services to the community. This shall include the negative impact that may be experienced should the critical position be vacant, and the amount of time the position or division/unit can function while its command remains unfilled, until it is no longer viable.

An assessment shall be made of the position and its job description to determine if it shall be included in the Succession Plan. Elements should include, but not be limited to:

- The feasibility of temporary management by another command (cross-training)
- The feasibility of a temporary "Acting" commander (back-ups)
- Rank specific necessity
- The identification of core competencies needed by the successful position commander to include, but not limited to:
  - skills
  - education (professional and collegiate)
  - knowledge
  - experience
  - seniority
  - specialized / advanced training
- Future planning / position modification

- Financial Resources, present & future sustainability
- Staffing / manpower

### **Key personnel**

Key personnel in the agency shall be identified, in part, by their past and current performance indicators, high potential of future success, motivation and drive, leadership abilities, education and training, experiences and seniority, positions held, readiness for succession, communication skills, decision making, stress tolerance, influence, team participation and management, and individual retention risk.

The Succession Plan shall determine the current and long term leadership needs of the department, in conjunction with the availability of identified personnel, when determining who should be selected for possible appointment to key leadership positions and their individual development for such. Personnel receiving this consideration shall be of benefit to the agency as a whole, and should seek continuous personal improvement, thereby offering a mutual vested gain to the community being served.

### **Development**

Development of identified key personnel shall include areas that need further augmentation to meet the requirements specified of the critical positions identified above. Individual development may be implemented via the following, which is not an exhaustive list:

- Training: mandated, essential, desirable, leadership, specialized, advanced
- Education: degrees and certifications pursued by the individual
- Mentoring
- Job shadowing/cross-training
- On-line skill enhancement, videos, webinars
- Special assignments
- Research projects
- Committees
- Problem resolution tasks

During the developmental phase, periodic monitoring, review, and adjustments shall be made to track the progress of the selected personnel. Supervising and coaching during this process shall receive the utmost attention, along with recognition for achievements and transitional milestones.

Upon the identification of the critical positions, key personnel, and needed development, an evaluation shall be made to determine the current status of the agency and the resources needed to bring the Succession plan to fruition; known as a "Gap Analysis."

### **Authority**

The Chief of Police shall be the sole authority in all aspects of the Succession Plan to include, but not limited to, design, implementation, inclusion, modification(s), appointment(s), expulsion(s), and plan termination.

Personnel inclusion in the Succession Plan is not a guarantee of position assignment and shall not be interpreted to be a part of the promotion process.





## CHAPTER 2.0

### ORGANIZATION AND MANAGEMENT

#### 2.8 INTERNAL AFFAIRS

##### 2.8.1 Purpose and Policy

The purpose of this policy is to inform employees and the public of departmental procedures for addressing complaints of misconduct.

##### Policy

It is the policy of this department to investigate all complaints of alleged employee misconduct and to equitably determine whether the allegations are valid or invalid and to take appropriate action. All allegations of departmental or officer misconduct shall be properly investigated whether such complaints are received verbally, in writing, through a third party, or anonymously.

##### 2.8.2 The Internal Affairs Unit Organization

The Internal Affairs function is a component of the Professional Standards Division. Officers assigned to Internal Affairs working under the direction of the Deputy Chief of Administration shall have the authority to report directly to the Chief of Police in matters related to the Internal Affairs function.

Internal Affairs will ensure that the integrity of the department is maintained through an internal system where objectivity, fairness, and justice are assured by intensive, impartial investigation and review.

Internal Affairs coordinates and exercises staff supervision over investigations of complaints or allegations of misconduct against the Norwalk Department of Police Service and its members.

##### 2.8.3 Internal Affairs Activities

The Internal Affairs function is responsible for the following activities:

- recording, registering and controlling investigations of complaints against agency personnel
- supervising and controlling investigations of alleged misconduct within the department
- maintaining the confidentiality and security of records of all internal investigations
- maintaining a secure file of all closed citizen complaints

Open citizen complaints are securely held in the office of the Chief of Police for review, until forwarded to the Internal Affairs Unit for investigation or to be filed as closed.

The Internal Affairs function is responsible for developing sufficient information to support an appropriate disposition of each matter being investigated. Every legitimate course of action shall be diligently pursued by the investigators in their efforts to obtain facts.

It is not the responsibility of Internal Affairs to adjudicate matters which it has investigated. It is a fact-finding body which will present completed investigations to the Chief of Police for final disposition.

#### **2.8.4 Internal Complaints (general)**

An appropriate investigation shall be conducted for all complaints made against the Norwalk Department of Police Service or its members. Complaints may be in any manner including verbally, in writing, by telephone or mail, through a third party, anonymously or electronically. The supervisor shall accept and document all complaints against any employee regardless of when the alleged misconduct or malfeasance occurred. It is also the policy of this department to appropriately address citizens inquires concerning departmental regulations, procedures and policies, action taken by agency employees in the performance of their duties, and similar issues which involve the department and its members.

#### **2.8.5 Complaint Procedure**

When a complaint is made regarding alleged employee misconduct or malfeasance, the ranking supervisor on duty of the division or unit to which the employee is assigned shall be summoned to receive the complaint. If there is no supervisor available from a particular division or unit, the ranking patrol supervisor on duty shall receive the complaint. If a complaint involves a supervisor, an officer of the next higher rank shall receive the complaint. In no event is a complaint to be told to return at another time or that no one is available to handle their complaint.

##### **Manner of Compliant**

- Mail – a letter of acknowledgement must be prepared advising complainant that the matter is being investigated and they will be contacted by the assigned investigator.
- Telephone – details shall be obtained and a supervisor shall be dispatched to the complainant's location to receive complaint.
- In the Field – the employee shall request a supervisor respond. If the complainant is unable to await the arrival, he/she should be informed that they may respond to Headquarters to make the complaint.
- Person under the influence – he/she shall be encouraged to wait until they have regained sobriety to do so. If a supervisor determines the circumstances require immediate action, preliminary details shall be obtained and documented should that person need to be re-interviewed after regaining sobriety.
- Any employee about their own conduct – he/she shall immediately refer the complaint to a supervisor.
- Police Headquarters – When a complainant arrives at police headquarters to file a complaint, a supervisor shall be summoned.

If the complainant states that they have already completed the Civilian Complaint Form and would like to leave it, they shall be advised that it must be received by a supervisor, even if the complainant has previously spoken with a supervisor.

All complaint forms must be accepted by a supervisor in person.

Personnel who withhold information, fail to cooperate with a department investigation, or who fail to report alleged misconduct or malfeasance of employees to a supervisor shall be subject to disciplinary action. There shall be no retaliation in any form by any member of this department directed at an individual who makes a complaint.

The following steps shall apply to all complaints:

1. The supervisor receiving the complaint shall gather all pertinent details regarding the complaint including but not limited to:
  - names and addresses of any witnesses to the incident
  - receiving any available physical evidence
  - taking necessary photographs
  - taking a written statement from the complainant and/or witnesses
  - drawing a case number if no specific case is cited
  - no questions shall be asked of a complainant regarding their immigration status
2. The supervisor receiving the complaint shall fill out the Civilian Complaint Form with a incident case number. The complainant maybe placed under oath and requested to sign the complaint. If the complainant refuses to sign, the complaint will still be accepted and investigated. However, the refusal shall be noted in report. The supervisor shall give the completed receipt to the complainant and inform the complainant of the complaint and investigation process.
3. The supervisor receiving the complaint shall forward the completed Civilian Complaint Form along with any other documentation or pertinent information to the division commander. If a complainant expresses fears of retaliation, they should provide the basis for their concerns and this information should be noted in the report.
4. The division commander shall review the complaint and based upon the type of complaint and available information, shall forward the complaint to their respective Deputy Chief with a recommendation for an Internal Investigation to be initiated or with a recommendation that the complaint be handled at the division level. The Deputy Chief will review the recommendation and forward the information to the Chief of Police.
5. The Chief of Police shall base his decision on the following criteria whether the nature and seriousness of the allegations warrant an Internal Investigation. In general, Internal Investigations will be recommended for:
  - use of excessive force complaints
  - allegations of civil rights violations
  - claims of serious unethical conduct which may not be criminal
  - domestic violence complaint or arrest
6. If an Internal Investigation is warranted, the Chief of Police shall notify the Internal Affairs commander, in writing, to initiate an internal investigation. In addition, the Chief of Police shall notify the complainant in writing that he has ordered an Internal Investigation into the matter.

In addition to the above procedure, the Chief of Police may at any time initiate an Internal Investigation based on:

- a matter he has personal knowledge of
- information brought to his attention by a member of the Department
- information brought to his attention by any other source

The Chief of Police shall forward to the Internal Affairs commander all complaints made by motor vehicle operators who feel they were stopped in violation of Directive 4.3.1 (Uniform

Enforcement Procedures). Internal Affairs shall forward a copy of such complaint along with the findings of the investigation to the Office of the Chief State's Attorney as required by C.G.S. 54-1m.

Complainants shall be notified in writing within five (5) business days of receipt that:

- their complaint has been received by the agency and is currently pending
- the complaint number that has been assigned to their case
- that they will be notified in writing the outcome promptly following the conclusion
- that they may contact the designated investigator for further information while investigation is pending (include name, telephone, and/or email)

### Training

All supervisors will be required to attend training on the department's Complaint Procedure and the responsibilities of the supervisor internal investigations.

All supervisors will be required to attend periodic refresher training, as determined by the Chief of Police, regarding the policy and procedures of the citizen complaints and accepted practices related to conducting internal investigations.

## **2.8.6 Conduct of Internal Investigation**

Internal Affairs shall assign an IA case number to each complaint received from the Chief and shall begin a proper investigation. Pursuant to existing collective bargaining agreements, employees who are subjects of the allegations shall be notified in writing of the general nature of the complaint and the dates of occurrence, if known.

Certain investigations requiring specific expertise may justify assigning other agency personnel to the Internal Affairs function on a temporary basis. Such assignments shall be made by the Chief of Police as he determines necessary. During the investigations for which the assignment was made, the officer shall be under the supervision of the commanding officer of Professional Standards.

If it becomes apparent during the course of an Internal Investigation that criminal charges could possibly be lodged against an employee, the Chief of Police shall be notified immediately.

Should probable cause exist to substantiate a criminal charge, the Chief of Police shall direct the Detective Division commanding officer or his designee to conduct a criminal investigation of the matter.

During all criminal investigations involving a member of this agency, liaison shall be maintained with the prosecutor, Superior Court (Assistant State's Attorney for Part A or Part B offenses, depending on the severity of the alleged crime).

Any criminal investigation shall be separate and apart from the internal investigation.

## **2.8.7 Investigations Conducted at the Division Level**

If it has been concluded by the Chief of Police that due to the nature of the complaint, it is to be handled at the division level, Chief of Police shall direct that such an investigation be conducted. The commanding officer of the division shall be assigned to conduct such an

investigation. In general, the types of investigations that will be conducted at the division level include:

- failure to follow procedures
- slow or no response to calls for service
- failure to take proper action
- improper operation of department vehicles
- tardiness in reporting for duty
- violations of department dress code
- poor demeanor or rudeness

Complaints resolved at division levels shall be forwarded to the Chief of Police who shall review all relevant details to ensure appropriate procedures were followed, an adequate investigation was conducted, and an acceptable resolution was reached.

After resolution, the case shall be forwarded to Internal Affairs for review and recording purposes. The complaint shall be logged in the Internal Affairs records.

Internal Affairs shall be a resource to commanding officers of other divisions or units in conducting investigations of a less serious nature.

#### **2.8.8 Citizen Inquiries**

Frequently, citizens contact the agency with questions regarding a policy, procedure, or tactic used by the department. This is a simple inquiry and may be handled by any member of the department.

When a citizen questions the actions of a member of the agency, the matter shall be referred to an on-duty supervisor who will determine if the matter is merely an inquiry that may be handled by providing routine information or if it is a matter that may require an investigation pursuant to this directive.

#### **2.8.9 Notification of Employee Rights**

When an employee of the Norwalk Department of Police Service becomes the subject of an internal investigation, that employee shall be notified in writing of the scope and nature of all allegations made. The written notification shall also include a listing of the employee's rights and responsibilities relative to the investigation.

Employee rights shall be governed by this directive and by existing bargaining agreements representing agency employees.

#### **2.8.10 Records of Complaints**

The Internal Affairs function is responsible for maintaining accurate and complete records of all complaints against the department and its employees. The Professional Standards Division shall provide annual statistical summaries of investigations for dissemination to the Chief of Police. These summaries shall be made available to the public and agency employees in the department's annual report.

#### **2.8.11 Public and Employee Notification of Complaint and/or commendation Procedures**

The Community Police Services Division shall make available to the public, procedures for registering complaints against, and/or commendations in favor of the department or its employees. This shall be accomplished through the use of the media, the Department's website, and informational brochures disseminated by the department and available at City Hall. Information shall also be disseminated to all agency employees.

#### **2.8.12 Notification to Chief of Police Regarding Internal Complaints**

The Chief of Police shall be notified of all complaints against the department or its employees.

The Chief of Police shall be notified immediately in the event a department employee is arrested or charged with a criminal offense or found to be under the influence of alcohol or drugs while on duty. The required notification will be made by the commanding officer receiving the report. The commanding officer shall ensure that all reports are completed and shall forward copies of those reports through the chain of command to the Chief of Police.

When an internal investigation has been concluded, the results shall be forwarded to the Chief of Police who will determine the appropriate action. The Chief of Police shall notify the complainant(s) and all officers involved in the allegation and advise them of the final disposition.

#### **2.8.13 Notifications to Complainants**

When an internal investigation is ordered by the Chief of Police, written notification to the complainant is made of that fact. In addition, a schedule for status notification to the complainant is made by the Internal Affairs Unit within 45 days of the initial order by the Chief of Police. All such contacts shall be appropriately documented in the investigation file. At the conclusion of an Internal Investigation, the Chief of Police or his designee shall contact the complainant in the matter and notify them of the outcome of the complaint.

#### **2.8.14 Security/Confidentiality of Internal Affairs Records**

Internal affairs investigation records shall be kept in a locked file cabinet in the Professional Standards office. The Chief of Police, the Professional Standards Division and Internal Affairs Unit staff shall be the only personnel authorized to access these files, except as otherwise required by law.

#### **2.8.15 Relief from Duty**

Supervisors or command officers may issue a temporary administrative suspension, with pay, for up to a period of 3 days to an employee under the following circumstances:

- employee misconduct, personally observed by the supervisor or command officer which is extremely serious in nature and/or creates actual or potential harm to the officer or others
- the employee is unfit for duty due to physical or psychological reasons (e.g. intoxication)

Pursuant to the existing collective bargaining agreement between the City of Norwalk and the Norwalk Police Union, sworn members suspended under this section shall be entitled to a

prompt meeting with the Chief or his designee to determine whether continuation of the suspension is warranted or to restore the officer to active duty, unless that employee remains unfit for duty. If it becomes necessary to remove an employee from duty for an extended period of time, the Chief of Police shall take the required action pursuant to said agreement.

#### **2.8.16 Polygraph Use in Internal Affairs Investigations**

Polygraph examinations will not be administered in internal investigations unless the officer, who is the subject of the investigation, the complainant(s) or any witness, specifically request to be so examined.

#### **2.8.17 Internal Investigations - Other Procedural Guidelines**

1. When there are indications an employee is on duty under the influence of alcohol or drugs, actions shall be initiated by the employee's supervisor consistent with the appropriate existing bargaining agreement.
2. Employees may be required to participate in a lineup if probable cause exists to believe they are involved in a criminal offense. Photographs of all agency employees shall be maintained on file in the department's Identification Unit. These photographs may be used to conduct photographic lineups in order to identify an employee accused of misconduct. Any lineup conducted pursuant to this section shall meet the standards required for photographic lineups in criminal investigations.
3. No employee shall be required or requested to disclose any item of his property, income, assets, source of income, debts, or expenditures (including those of any member of their family or household) unless it becomes necessary for the department to ascertain the desirability of assigning the employee to a specialized unit in which there is a strong possibility that bribes or other improper inducements may be offered.
4. No such financial information shall become a part of an internal investigation unless that information is obtained under state law or other proper legal procedure.
5. The assigned locker space, desk space, mailboxes, or other areas located within the police headquarters building remain under control of the City and are subject to search at the direction of the Chief of Police, or pursuant to a search and seizure warrant.
6. All forms of communications including email, voice mail, radio transmissions, written and electronically stored documents shall be attainable by the City in order to determine if City or departmental policies have been complied with.
7. Photographs shall be taken of any injuries sustained by an officer or any person as a result of any police action or investigation. The SD memory card will be turned in to the Identification Unit lockers outside of Room 249. Photographic images taken by patrol will be downloaded into the Identification Unit computer and then burned onto a monthly DVD and stored in the Identification Unit. Still photographic images shall be maintained in a secure file in the Identification Unit. The photographs shall be maintained with the appropriate police file.
8. Generally, interviews during an internal investigation are audio recorded. Such recordings are made with the knowledge of involved parties. Video recordings of such interviews may



be performed if deemed necessary by the Chief, and/or at the request of the Union President or his designee. If such is the case, available facilities exists in the Detective Bureau for video recordings.

#### **2.8.18 Time Limits for Internal Investigations**

Pursuant to the Collective Bargaining Agreement Article 19, Section 5, all internal investigations shall be completed within 60 days; provided, however, that the officer assigned to conduct the investigation may extend this sixty-day period by up to thirty (30) days upon written notice to the Chief of Police and Union that there are extenuating circumstances which have prevented concluding the investigation. Within twelve (12) days of the conclusion of the investigation, the Chief of Police shall bring charges, if any, against the employee who was the subject of the investigation.

## CHAPTER 2.0

### ORGANIZATION AND MANAGEMENT

#### 2.9 INSPECTIONS

##### 2.9.1 Line Inspections

Line inspections are conducted by personnel in control of the persons, facilities, procedures, or other elements being inspected. Line inspections may be carried out by any supervisor within the chain of command and is often conducted by supervisory personnel who may be responsible for ensuring that substandard conditions revealed in the inspection are corrected. All organizational components of the Norwalk Department of Police Service are subject to regular line inspections. The commanding officer of each division, bureau, or unit is responsible for ensuring that line inspections are carried out.

Line inspections are considered an on-going activity. Inspections are conducted at line-up or other formal meetings and in less formal on-duty situations on a daily basis. Any deficiencies noted by a supervisor are to be immediately brought to the attention of the affected subordinate for prompt correction. Deficiencies of such consequence that cannot immediately be corrected are to be documented by the supervisor and forwarded through the chain of command for appropriate corrective measures.

##### 2.9.2 Types of Line Inspections

Supervisors conducting formal or informal line inspections shall inspect their personnel for the following:

- general appearance
- condition and placement of issued equipment
- cleanliness
- compliance with established uniform or dress code
- readiness for duty
- compliance with departmental directives, orders or rules

Line inspections shall also include inspections of other police duties such as but not limited to:

- filing of routine reports in an accurate and timely manner
- monthly weapons inspections as described in Directive 11.1.11
- police vehicle inspections

##### 2.9.3 Frequency of Line Inspections

Norwalk Department of Police Service supervisors will make a daily inspection of their assigned work area (for example communications room, front desk, office facilities, etc.) to ensure that the entire area is neat, clean, orderly, and furnished with the appropriate equipment.

Supervisors shall also ensure that a daily inspection of all police vehicles and equipment is conducted. Any deficiencies in a police vehicle or its equipment shall be corrected by the officer assigned to that vehicle. If the deficiencies cannot be immediately corrected, the supervisor will determine the appropriate course of action.

#### **2.9.4 Corrective Measures**

A supervisor may require a subordinate who arrives for duty and fails inspection to correct any deficiencies prior to being considered on duty.

When a supervisor notes a deficiency, either in personnel, equipment, vehicle, or facility, it is his/her responsibility to follow-up with the problem to ensure that prompt corrective action has taken place.

Any time a supervisor finds a department-wide situation or condition that requires corrective measures, the supervisor will make a written report to the Chief of Police through the chain of command.

#### **2.9.5 Reporting Line Inspections**

Supervisors conducting line inspections shall ensure that written reports required by departmental directives are filed. Depending upon the circumstances, other conditions found during a line inspection may necessitate a written report to the inspecting officer's supervisor.

#### **2.9.6 Staff Inspections**

A staff inspection is an inspection conducted by personnel who do not have direct control of persons, facilities or procedures being inspected. Staff inspections produce findings, conclusions, recommendations and reports for consideration by the Chief of Police. Staff inspections also provide valuable information, which may aid in planning efforts, training program, or other department operations. The role of staff inspections is to ensure the objective review of Norwalk Department of Police Service facilities, property, equipment, personnel and administrative and operational activities that are outside the normal supervisory line inspection procedures, and the chain of command.

#### **2.9.7 Procedures for Staff Inspections**

The commanding officer of the Professional Standards Division is responsible for conducting staff inspections. The inspection may occur:

1. randomly
2. at scheduled intervals
3. at the direction of the Chief of Police.

The commanding officer of the Professional Standards Division shall report to the Chief of Police in writing the results of all staff inspections directed by the Chief of Police or conducted at regular intervals. The written report will address the following aspects of the component inspected:

- overview of function
- personnel, equipment and facilities
- compliance with departmental directives and orders
- noted deficiencies that cannot be immediately corrected
- recommendations for improvement and/or corrections
- identify positive aspects of the area being inspected

The commanding officer of the division or unit subject to the inspection shall have the opportunity to comment on the findings of the Professional Standards Division. These comments shall be included in the report to the Chief of Police.

The Chief of Police will review the contents of the staff inspection report with the commanding officer of the affected division, bureau or unit. The Chief will identify recommendations in the report to be implemented or addressed and discuss these with the commanding officer. The Chief of Police will specify a timetable for corrective actions and a subsequent follow-up inspection.

Each organizational component will be inspected at least once every three years.

#### **2.9.8 Accreditation Compliance**

The commanding officer of the Professional Standards Division is responsible for ensuring periodic reports, reviews and other activities mandated by accreditation standards are accomplished. The Professional Standards Division will also coordinate compliance documentation for accreditation standards. This is a continual review process and considered to be an on-going staff inspection. Deficiencies in maintaining compliance with accreditation standards will be brought to the attention of the Chief of Police and the affected commanding officer in the form of a written report.



## CHAPTER 2.0

### ORGANIZATION AND MANAGEMENT

#### 2.10 FISCAL MANAGEMENT

##### **2.10.1 Fiscal Management Responsibility**

The City Finance Department, in accordance with Norwalk City Code Section 1-238, shall be responsible for the administration of the fiscal policies of the city and for keeping of accounts and financial records of the city. The Finance Department is responsible to maintain accurate accounting of all funds allocated to the department, conduct purchasing, and keep the Chief of Police apprised on the status of various accounts.

The Board of Police Commissioners, in accordance with Norwalk City Code Section 1-297, shall have control, management and supervision of the police personnel, all property belonging to or used in the department. The Board shall have the power to purchase all supplies and equipment necessary for the management of said department. The Board of Police Commissioners shall render annually to the Common Council and to the Board of Estimate and Taxation, a full statement of its disbursements and expenditures in the Department during the preceding year, with a report of the condition of the department and an estimate of the necessary expenditures of the ensuing fiscal year.

The Chief of Police, under the direction of the Board of Police Commissioners, is responsible for the overall fiscal management of the department. He and/or his designee will be responsible for the fiscal management and will interface with the City Finance Department in fiscal matters. The Chief of Police is responsible to supervise and approve budget recommendations and purchase requests.

##### **2.10.2 Fiscal Management Function**

The Administrative Manager shall be responsible for the department fiscal management functions. Those functions include:

- preparation of the annual budget
- supervision of internal expenditures
- interface with the City Finance Department

##### **2.10.3 Command Level Participation in the Budget Process**

All commanding officers shall participate in the preparation of the annual budget for the department. The budget shall be developed in a cooperative fashion with all commanding officers formulating the operating, personnel, equipment, and capital purchases needs for their commands during the ensuing fiscal year.

The commanding officer must justify each item requested to ensure the expenditure is warranted. Before requesting new equipment, augmented operational funding or additional personnel, the commander has to justify current personnel and equipment levels within their commands. If it is determined that additional personnel or equipment is needed, the commanding officer must include documentation or supportive data to justify the request.

Commanding officers will submit budget requests through Administrative Services. Deadlines for the submissions will be set by the Office of the Chief of Police, based upon deadlines established for the various city departments by the Mayor, his designee, and/or the Finance Department.

#### **2.10.4 Written Recommendations**

Budget requests made by commanding officers will be submitted in writing annually. The requests should be based on operational and activity analysis, future personnel needs, and an assessment of currently assigned positions to ensure that the positions allocated are appropriate.

#### **2.10.5 Agency Accounting System**

The department accounting system shall be prepared and monitored by the Administrative Manager. Accounts are maintained by the City Finance Department and information is relayed to the department through its computer terminal.

The Administrative Manager will ensure that detailed status reports are compiled monthly regarding all accounts allocated to the department. These status reports shall include:

- initial appropriations for each account
- balances at the commencement of the month
- expenditures and encumbrances from the previous month
- the unencumbered balance

#### **2.10.6 Position Control**

Positions within the department are controlled by the City of Norwalk Personnel Department. The Board of Police Commissioners may authorize changes in rank or classification of personnel as allowed by union contract and/or City Code Section 1-297.

The Administrative Manager shall monitor departmental manpower levels to ensure the number of authorized staff positions is not exceeded, that persons on the payroll are legally authorized, and that positions are maintained in accordance with budget authorizations.

If department manpower falls below authorized strength, or if personnel staffing exceeds authorized levels, the Administrative Manager shall immediately notify the Chief of Police.

#### **2.10.7 Cash Management**

There are three cash funds maintained by the department:

- Administrative Services/Records
- Cash Bond Intake
- Evidence Fund

The Board of Police Commissioners, in accordance with City Code Section 1-297, shall govern the fiscal operations of the department. Through the Office of the Chief, the Commissioners shall review financial statements and internal audits. The Board of Police Commissioners shall authorize persons or positions to accept or disperse funds.

The funds shall be administered as follows:

## **Records**

All fees for department services are received by this fund. Fingerprinting fees, animal control fees, records fees and any other fees for services will be handled by the Records Unit. Each transaction shall be fully documented by receipts issued to the patron and copies maintained by the Records Unit.

This account will be proofed at the beginning and end of each business day by the records clerk assigned to monitor the account. The audit shall include checking the amount of cash and receipts total to ensure there is no shortage or excess in the fund. Discrepancies shall immediately be brought to the attention of the Administrative Manager.

Monies from the fund shall be submitted to the Comptroller's office at City Hall on a weekly basis. The Comptroller shall audit the monies to ensure the amounts stated are correct. Once the audits are complete the Comptroller shall deposit the funds into the appropriate city accounts on a weekly basis.

When the Records Unit is closed, fees paid to the Animal Control Officer shall be accepted by the Front Desk Officer. The Front Desk Officer will receive the funds from the patron and issue a receipt. The Front Desk Officer will note on the receipt the reason for the intake of funds, from whom, and the department case number. If no case number is available, the Front Desk officer will draw a case number regarding the transaction. A case number **MUST** be on the receipts and the transaction fully documented. A copy of the receipt and the funds will be deposited in the bond safe located at the Front Desk. The transaction shall be entered on the Front Desk Safe Log. The patron may then contact the Animal Control Officer to have their property released.

It shall be the duty of the Court Officer to submit all animal control funds to the Records Unit for processing the following business day after funds have been received.

## **Cash Bond Intake**

The Front Desk Officer shall be responsible for the intake of cash bonds. When a cash bond is received, the Front Desk Officer will verify the bond and the amount of cash received. All cash bonds shall be counted by two officers. All cash bonds over \$2500.00 shall be counted and verified by a supervisor. The additional officer(s) must also sign the envelope seal before depositing cash into the safe.

Once verified the Front Desk Officer shall issue a receipt to the party paying the bond and include on the receipt the amount received, from whom, the person bonded out and a department case number. The Front Desk Officer will sign the receipt and ensure that the party receiving the bond verifies all information and also signs the receipt.

All departmental and court forms shall be filed with copies issued to the appropriate persons. The Front Desk Officer shall place the money and a copy of the receipt in the bond safe located at the Front Desk and completes Front Desk Safe Log documenting the placement of the bond into safe. It shall be the duty of the Court Officer to individually verify all bond transactions and submit all money to the court.



## **Evidence Fund**

The commanding officers of the Detective Division and the Special Services Division shall maintain evidence funds. Monies may be issued for the purpose of gaining evidence and information regarding departmental investigations. Each commanding officer shall have a separate evidence fund and shall be responsible for documenting the quarterly accounting of such funds.

Funds for these accounts shall be requested from the Finance Department through the department voucher system. Checks from the Finance Department shall be made payable to the Chief of Police. The Special Services Division commanding officer and the Detective Division commanding officer shall receive the check from the Chief of Police and sign an acknowledgment of receipt.

Each time money is received; the commanding officer shall make an entry into the division fund logbook. In addition to recording receipt of funds, the logbook shall reflect the balance of money in the account as well as the name of all persons to whom funds are disbursed, the amount received, the reason for disbursement and a department complaint number, if assigned.

Prior to receiving funds from the evidence accounts, officers must receive approval from their division commander. Funds disbursed from the evidence account in excess of \$3,000.00 must be authorized by the Chief of Police.

The evidence accounts shall be audited annually by the commanding officer of the Professional Standards Division or by any person authorized by the Chief of Police.

The evidence accounts shall also be audited whenever there is a change of command in the Special Services Division or the Detective Division. These audits shall be conducted by the outgoing commander, the incoming commander and the commander of the Professional Standards Division or their designee. The results of any such audits shall be documented in a report to the Chief of Police.

### **2.10.8 Internal Monitoring of Non-Cash Fiscal Activities**

Administrative Manager will be responsible for the internal monitoring of the non-cash fiscal activities of the department. The Administrative Manager shall ensure that the department maintains records for:

- purchase requisitions
- travel and advance expense requests
- purchase orders
- blanket accounts
- other open accounts

The Administrative Manager shall advise the Chief of Police on the status of the accounts monthly or more frequently as the need arises.

### **2.10.9 Independent Audit**

Preparation of financial statements pertaining to the Department shall be the responsibility of the City Finance Department.

Audits both internal and independent shall be conducted in compliance with the Norwalk City Code Sections 1-238, 1-239 and 1-240. Requests from the Department regarding financial statements will be submitted through the chain of command to the office of the Chief of Police for approval.

#### **2.10.10 Requisition and Purchase of Agency Equipment**

Requests for all department related supplies and equipment will be submitted through the chain of command to the Administrative Manager. Requests will be submitted on the approved purchase order form and sent to the Office of the Chief of Police for final approval. The approved form will be sent to the City of Norwalk Finance Department, who will purchase the item following established procedures. Bidding procedures and criteria for the selection of vendors and bidding will be handled by the City of Norwalk Finance Department pursuant to City ordinance.

#### **2.10.11 Emergency Purchase**

In emergency situations, the need may arise for the purchase of items. Items may be purchased by using the emergency purchase order. The request will be submitted through the chain of command to the Administrative Manager and sent to the Office of the Chief of Police for approval. The request will be sent to the City Finance Department for processing. All rental agreements will be established and coordinated by the City Finance Department after determining the optimum cost saving method of property acquisition.

If the emergency is of such a nature that time is of the essence and the need cannot be met through normal procurement methods, the Chief of Police or his designee may approve the emergency procurement. Funding certification shall be applied for as soon as possible if not practical prior to procurement.

For the purposes of this section, an emergency condition is a situation which may create a threat to public health, welfare or safety such as may arise by reason of floods, epidemics, riots, equipment failures, or such other reason as may be proclaimed by the Mayor. The existence of such condition creates an immediate and serious need for supplies, services or construction that cannot be met through normal procurement methods and lack of which would seriously threaten:

- the functioning of city government
- the preservation or protection of property
- the health or safety of any person

#### **2.10.12 Inventory Control**

The Headquarters Unit commander shall maintain an inventory of all capital property, equipment and miscellaneous assets belonging to the department. This inventory shall include vehicles, weaponry, furniture, large office equipment, cameras, televisions, portable and vehicle radios and other items as appropriate.

Each item of property shall be given an identifying number for purposes of inventory control. A serial number may be used as the identifying number where appropriate. The property shall be listed by division.

At least every three years, the commanding officer of Headquarters Division shall forward to each division commander, a list of equipment and property assigned to that division. Each

division commander or his designee shall conduct a physical inspection of each item listed to verify its location and condition. Upon completion, the inventory printout will be signed by the commanding officer and returned to the Headquarters Division for any corrections, additions or deletions. The commanding officer of the Headquarters Division will review and sign the inventory printout and submit a final report to the Chief of Police.

In accordance with FEMA Federal Grant requirements, a physical inventory of tangible property purchased with federal grant funds will be conducted every two years. This inventory shall be separate from all capital property and will be completed by the unit commanders receiving such property. Inventories will be submitted to the Chief of Police or his designee.

### **2.10.13 Emergency Appropriation of Funds**

Provisions are available if additional funds are needed for the operation of the department. The following procedures, outlined in the city code are to be followed.

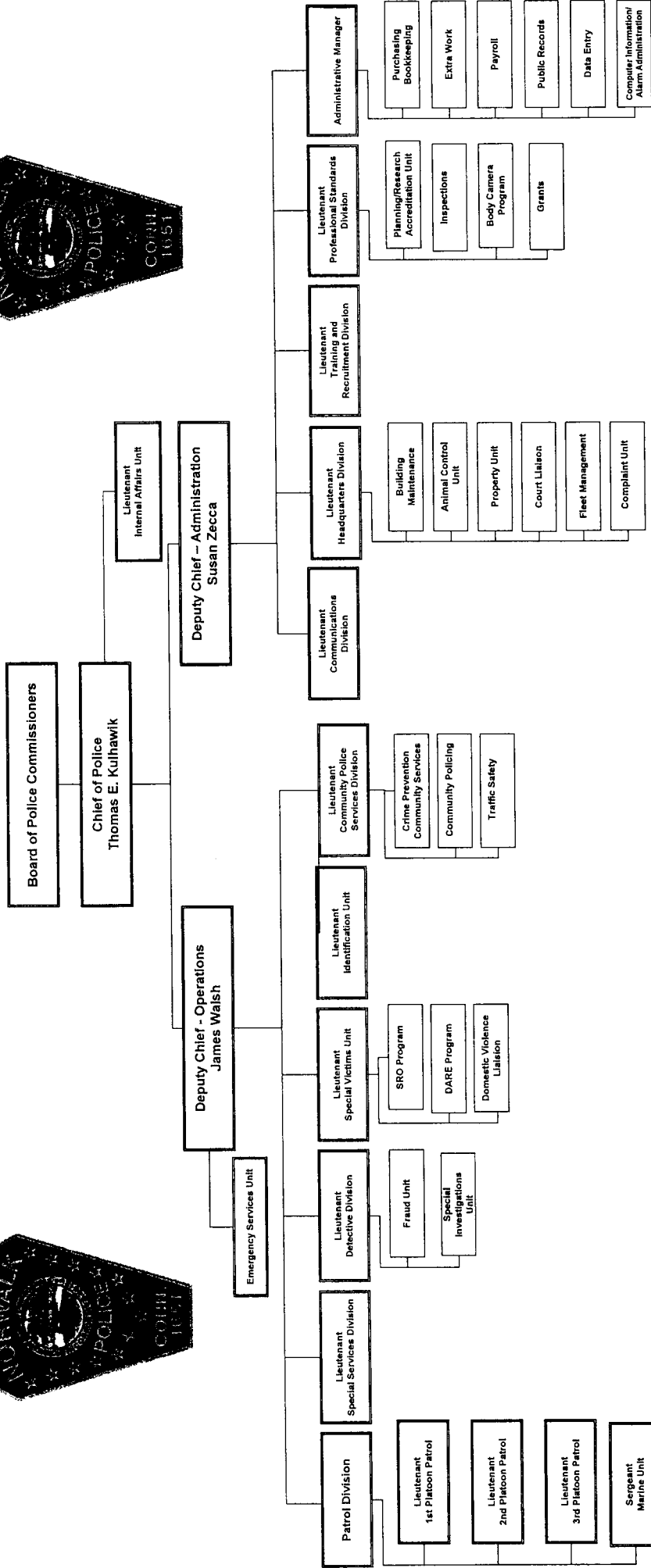
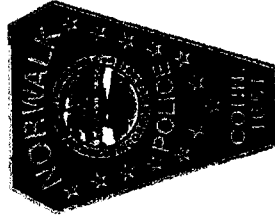
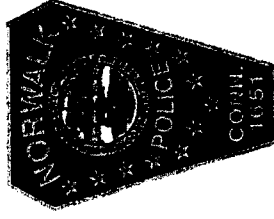
Requests for transfers of police funds under \$5,000 dollars will be forwarded through the chain of command to the Administrative Manager. A transfer request will be filed and forwarded to the Chief of Police for approval. Once approved, the request will be forwarded to the Finance Department for processing.

Requests for transfers of police funds over \$5,000 dollars will follow the same procedure as above. The Finance Department will then forward the request to the Board of Estimate for approval.

A request for a special appropriation of funds for the police department shall be forwarded to the Finance Department. The request will then be sent to the Board of Estimate and then forwarded to the City of Norwalk Common Council for final approval.

# Norwalk Department of Police Service

## Table of Organization



## **CHAPTER 3.0**

### **PERSONNEL**

#### **3.1 CLASSIFICATION AND JOB DESCRIPTIONS**

##### **3.1.1 Job Task Analysis**

The commanding officer of the Professional Standards Division shall maintain and periodically update a job task analysis for each position within the Norwalk Department of Police Service.

The objectives of a job task analysis are to:

- serve as a basis for the determination of a position classification plan and compensation
- provide a basis for establishing minimum qualification requirements for recruitment, examination, selection and appointment and promotion
- assist in establishment of a training curricula
- provide guidance to employees and their supervisors concerning the duties and responsibilities of individual positions

The job task analysis will include at a minimum:

- duties, responsibilities, and tasks of each position
- frequency with which each task is performed
- the criticality of the job-related skills, knowledge and abilities
- minimum level of proficiency necessary in the job-related skills, knowledge, abilities and behaviors

##### **3.1.2 Classification Plan**

The Chief of Police shall distribute a written classification plan along with the Table of Organization. The classification plan will be compiled pursuant to the Norwalk Police Manual and applicable Collective Bargaining Agreements. The classification plan shall include:

- grouping of every job into classes based upon similarities in duties, responsibilities and qualification requirements
- existence of class specifications for every job within a class
- provisions for relating compensation to classes
- provisions for reclassifications

The classification plan shall be reviewed in January of each year, or as changes in the Table of Organization occur.

Class specifications for sworn personnel shall be approved by the Board of Police Commissioners. The Chief of Police shall coordinate with the Director of Personnel when class or position changes occur among civilian personnel, or when recommending such changes.

##### **3.1.3 Job Duties and Responsibilities**

The commanding officer of the Professional Standards Division is responsible for developing and maintaining job descriptions for every sworn position in the Norwalk Department of Police Service.

The Personnel and Labor Relations Department shall be responsible for developing and maintaining job descriptions for civilian personnel.

Job descriptions shall be updated or revised as needed and shall be available to all personnel. A documented review shall be conducted every four years,

### **3.1.4 Light Duty Assignments**

In accordance with Article 8, Section 5 of the Collective Bargaining Agreement between the City and the Norwalk Police Union, the following light duty assignments will be available to all sworn personnel upon approval of the treating physician.

1. Patrol Division
  - a) Communications assistant (If qualified)
  - b) Assist commanding officer and supervisors with various forms and reports
  - c) NCIC entries and cancellations for warrants, missing persons, stolen vehicles (if qualified)
  - d) Complaint Unit
2. Detective Division and Special Victims Unit
  - a) Answer telephone
  - b) Bad check complaints
  - c) Clerical duties
  - d) Transportation of items to other agencies (state lab, etc.)
3. Property Unit
  - a) Log property in and out per Department policy
  - b) Answer telephones
  - c) File index cards and property tags
  - d) Conduct property audits required by accreditation
  - e) Perform court compliance mandates (destroy or return orders)
  - f) Transportation of items to other agencies (state lab, etc.)
4. Records Unit
  - a) Freedom of Information requests
  - b) Data entry
  - c) Disposition updates
  - d) Records checks
  - e) Report processing
    1. Filing
    2. Copying
    3. Research
  - f) Citizen inquiries
5. Identification Unit
  - a) Fingerprint tasks (permits and immigration requests)
  - b) Filing
  - c) Assist with preparation of court cases
6. Professional Standards Division
  - a) Accreditation maintenance
  - b) Research
  - c) Clerical duties

7. Community Police Services Division
  - a) Answer telephones
  - b) Clerical duties
  - c) Assist with community events
8. Training and Recruitment Division
  - a) Answer telephones
  - b) Clerical duties
  - c) Data Entry
  - d) Instruct classes (if certified)
9. Headquarters Division
  - a) Arrest warrant checks and maintenance of files
  - b) Receive and process telephone complaints for insurance purposes and reports that do not require an officer to be dispatched
  - c) Answer telephones
  - d) Clerical duties
  - e) Data entry





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#### **3.2 COMPENSATION AND BENEFITS**

##### **3.2.1 Contractual Provisions**

All matters pertaining to compensation and benefits for agency employees shall be governed by the applicable Collective Bargaining Agreement or by Agency Directive.

If any conflicts should occur between an Agency Directive and a valid Collective Bargaining Agreement, the Collective Bargaining Agreement shall prevail.

##### **3.2.2 Assistance with Employee Benefits**

The City's Personnel and Labor Relations Department is available at City Hall to assist employees with questions about or assistance with matters relating to insurance, claims forms, pensions, or other employee benefits.

##### **3.2.3 Physical Examinations**

Subsequent to an offer of employment as a probationary police officer, but prior to actual employment, the prospective officer will be required to submit to a medical examination by a licensed physician designated by the City.

Physical examinations requested or required of an employee by the department shall be governed by the existing Collective Bargaining Agreement, and by law. Physical examinations required of employees by the department shall be provided at no cost to the employee.

##### **3.2.4 General Health and Fitness**

Prior to actual employment, the prospective officer must demonstrate a minimum level of fitness as proscribed by P.O.S.T., and any other fitness qualifications as shall be subsequently established by P.O.S.T. to maintain certification as a police officer.

Sworn members of this department are expected to maintain a level of health and general fitness in order to carry out their assigned duties efficiently. Pursuant to Section 4.3 of the Norwalk Police Manual, Officers shall report for duty at the time and place required for assignment and shall be physically and mentally fit to perform their duties. The Board of Police Commissioners, as allowed pursuant to the Collective Bargaining Agreement, may take action against any officer not meeting acceptable performance standards.

##### **3.2.5 Extra Duty Employment (general)**

1. All extra duty assignments must be approved by the Chief of Police or his designee.

2. All assignments of extra work will follow the agreement by and between the City of Norwalk and the Norwalk Police Union.

### **3.2.6 Officer's Responsibilities for Extra Duty Employment**

Pursuant to Section 4.3 of the Norwalk Police Manual an officer working an extra duty assignment is considered on duty. Therefore, officers shall be bound by all department rules and directives as well as be afforded similar benefits as if working a normal tour of duty.

Outside contractors and City agencies employing extra duty officers will determine the duties of the officers insofar as those duties are consistent with the policies and procedures of the Norwalk Department of Police Service. If a question or concern should arise regarding the duties performed by an officer on an extra duty assignment, the officer on said assignment shall contact the on duty commanding officer (or the officer in charge in the absence of the commanding officer) of the Patrol Division to resolve the issue.

### **3.2.7 Use of Department Equipment During Extra Duty Employment**

Officers working extra duty assignments shall be in full uniform and equipped for patrol duty including their portable radio. The Chief of Police may make exceptions to the uniform requirement dependent upon the nature of the assignment.

Officers may utilize only those marked police vehicles designated for extra duty assignments unless otherwise instructed by the Chief of Police or commanding officer on duty. If a marked vehicle is utilized, officers will remain outside the vehicle, with the engine turned off and only the vehicle's emergency flashers activated.

### **3.2.8 Payment for Extra Duty Employment**

The Administrative Manager is responsible for all extra work assignment records and payments pursuant to the following guidelines:

1. All payments for officers working extra duty assignments will be done through the City payroll system.
2. All payments for extra work services are to be made by check to the City of Norwalk Comptroller.
3. Any payments received at Police Headquarters will be forwarded to the Comptroller's Office by the Administrative Manager.
4. Any checks received by Officers performing extra work services are to be turned in to the Administrative Manager.
5. Under no circumstances are officers to accept cash payments.
6. The Administrative Manager may require advance payment for extra work services from certain businesses or persons if there has been a past history of delinquent payments, or if the contractor is not an established business.

7. Any non-city extra work job assignment that is scheduled for more than four hours and is cancelled or the officers are told they are no longer needed will receive a four-hour minimum if they are contacted less than 90 minutes prior to the start of the job. Any jobs four hours or less will receive a two-hour minimum if cancelled less than 90 minutes before the start of the job.

### **3.2.9 Billing for Extra Duty Employment**

The City's Comptroller's Office is responsible for billing matters relating to extra duty assignments. The Administrative Manager is responsible for assisting the Comptroller's Office in billing matters to include the following:

1. Ascertain the name of the person calling and who (person and/or company) is to be billed along with the proper address and telephone number.
2. Advise the caller of the hourly rate of pay along with any surcharges and tax. If appropriate, the time and one-half policy, additional cost for supervisors, and the 2-hour or 4-hour minimum fee will be explained.
3. All payments by companies or individuals for extra duty services rendered must be made within 30 days from the date the officer worked.
4. A 1% surcharge may be added to the payment after 30 days and 1% thereafter for each month until payment is made.
5. All continuing extra work with a delinquent person and/or company may be canceled if payment has not been made within a 3-month period.
6. The City Law Department will be notified so that civil action can be instituted for the collection of overdue payments after the above-mentioned 3-month period.
7. Any checks received by the Administrative Manager as payment for services rendered will be forwarded to the Comptroller of the City of Norwalk.

### **3.2.10 Extra Duty Assignment Slips**

1. The Extra Work office will issue a separate job slip for each extra duty assignment. This job slip indicates the location, date, hours, officer assigned, and any special instructions.
2. Officers working extra duty assignments must fully complete the job slip, leaving the top portion with the payer as a receipt, and returning the bottom portion to the Extra Work office. The bottom portion of the job slip must be turned in no more than eight (8) days following the assignment.

### **3.2.11 Responsibility for Assignment**

1. Officers shall sign up for extra duty assignments per the Collective Bargaining Agreement. In the event an officer decides (for any reason) that he/she will be unable to work an extra duty assignment, that officer MUST notify the Extra Work office not less than four (4) full

days in advance of the extra duty assignment in order that a replacement can be found. That officer will then no longer be responsible for the assignment.

2. Officers may turn in an extra duty assignment to the Extra Work office within the 4-day period prior to the assignment so that a replacement may be sought. However, if no replacement is found, the originally assigned officer is responsible for working that assignment. It is the responsibility of the originally assigned officer to determine if a replacement has been found. Officers turning in extra duty assignments within the 4 day period when the Extra Work office is closed will turn in the assignment to the officer at the front desk who will attempt to find a replacement by use of the secondary list. If the Extra Work office opens prior to the day of the assignment, the desk officer will turn the assignment slip over to the Extra Work office.
3. When an officer is ill and unable to report for an extra duty assignment, the officer will notify the Desk Officer and relate all the necessary information concerning the assignment. The Desk Officer will notify the Extra Work office, or if the Extra Work Office is closed, the officer in charge of the patrol platoon on duty.
4. When the Extra Work office is open, it will be their responsibility to find a replacement. When the Extra Work office is closed the officer in charge of the patrol platoon on duty will be responsible for assuring that an attempt is made to find a replacement. If an officer should call out sick immediately prior to the assignment, the person responsible for finding a replacement may use their discretion whether time permits the use of the 'secondary list' to fill the assignment. (Refer to Norwalk Police Union Contract Article 17).
5. When an extra duty assignment is canceled, the officer having that assignment must return the blank assignment slip to the Extra Work office with that information within five (5) days.

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#### **3.3 CAREER DEVELOPMENT**

##### **3.3.1 Career Development Program**

The Norwalk Department of Police Service shall provide a voluntary career development program for all personnel of this department. The purpose of the career development program is to provide all personnel with a degree of control over his/her career direction and foster the improvement of job-related skills, knowledge and abilities. At a minimum, this will be discussed as part of the annual performance evaluation interview.

Personnel who are assigned to conduct career development activities shall receive orientation training in this area. Generally, this training is included in supervisory training, which includes topics such as:

- General counseling techniques
- Skills, knowledge and abilities assessment techniques
- Record-keeping techniques

In addition, the personnel assigned to this function shall receive instruction on:

- Salary, benefits and training opportunities within the department
- Educational opportunities and incentive programs
- Availability of outside resources

##### **3.3.2 Inventory of Career Specialties**

The commanding officer of the Professional Standards Division shall maintain an inventory of career specialties, which includes the skills, knowledge and abilities needed for each specialty.

##### **3.3.3 Proficiency In-Service Training**

Proficiency in-service training is an extension of career development, which keeps the employee up to date on the duties, and responsibilities of the tasks they are presently performing. Further, this type of training enhances the employee's skills beyond the minimum level and increases the potential for upward mobility. In-service training is available to all members of the Norwalk Department of Police Service as described in Directive 3.9.

##### **3.3.4 Career Specialty Training**

In addition to in-service training, career specialty training shall be available for certain positions or specialty assignments within the Department. Such positions or assignments include but are not limited to:

- Holding Facility Officer
- Supervisor
- Detective

- Communications Officer
- Canine Officer
- Community Police Officer
- Mountain Bike Officer
- Marine Officer
- ESU Member
- SCUBA Team Member
- Field Training Officer
- Police Instructor
- D.A.R.E. Officer
- Special Services Unit member
- Intoximeter Operator
- School Resource Officer
- Segway Officer
- C.I.T. Officer

### **3.3.5 Supervisory and Management Training**

Members of the Norwalk Department of Police Service who are promoted shall receive training commensurate with their new assignment. Such training will generally be received through the Police Officers Standards and Training and/or through departmental in-service training.

In addition, certain specialty training in management techniques is available to members of the department who would benefit from receiving such training. Specialty training in management techniques may include:

- Management information systems
- Fiscal management
- Planning
- Decision making
- Organizational behavior

Management training is generally offered through the Police Officers Standards and Training however, may also be available through private vendors, firms or corporations. Supervisory and management training shall be administered as described in Directive 3.9.

### **3.3.6 Reference Materials**

The Norwalk Department of Police Service has a commitment to higher education. The Training and Recruitment Division shall maintain reference materials of schools, academies, colleges, universities and other sources where officers may receive advanced education or specialized training outside the department in furtherance of career goals and objectives. Compensation incentives and educational reimbursements are detailed in Article 10, Sections 9 and 10 of the Collective Bargaining Agreement between the City of Norwalk and Norwalk Police Union Local 1727.

### **3.3.7 Leave for Training Purposes**

Certain training programs may require an officer to be absent from his/her duties for a period of time. Officers attending department authorized training programs may receive time-off or leave charged to "training time". The officer requesting such training time shall make the request to the commanding officer of the Training and Recruitment Division. The commanding officer of the Training and Recruitment Division shall make a recommendation to the Chief of Police regarding the

appropriateness of granting "training time". The Chief shall approve or disapprove charging time off to "training time".

In addition, the Chief of Police may authorize training time for officers for other legitimate purposes such as outside workshops, seminars, or conventions.





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#### **3.4 UNIFORMS AND EQUIPMENT**

##### **3.4.1 General Regulations**

1. Officers shall wear only the uniforms specified for their particular rank or assignment.
2. All articles of uniform, insignia and equipment worn or carried by department personnel shall conform to the specifications as stated in this directive.
3. The uniform shall not be worn off duty, except when working an extra job, or to and from work, without permission from the officer's commanding officer.
4. The wearing of non-regulation articles of clothing while on duty is prohibited.
5. Only approved pistols shall be carried on duty. Qualified officers may carry either a department owned or personally purchased shotgun or rifles. However, members of the Emergency Services Unit may be authorized to carry personally owned weapons during a tactical operation. Carrying of such personal weapons must receive pre-approval from the Chief of Police.
6. No other uniforms or equipment are authorized that are not specifically addressed in this directive. Any exception must be mutually agreed upon between the Chief of Police and the Norwalk Police Union.
7. A list of authorized and approved uniform apparel to include brand, model number, and color specifications is listed in Chapter 3, Appendix B.
8. All agency personnel will be provided an official NPD photo identification card. The card will include sworn or civilian status, unique number for tracking purposes, and the City of Norwalk seal, to deter reproduction.

##### **3.4.2 Uniform Regulations for Personnel**

The color of all wearing apparel is navy blue unless otherwise stated.

The following items will constitute the basic uniform for police officers of the Norwalk Department of Police Service.

1. trousers
2. shorts
3. overcoat
4. lightweight nylon jacket
5. black gloves
6. long and/or short sleeved blue uniform shirt(s)
7. long and/or short sleeve high-visibility shirt(s)
8. hat
9. ties
10. rain cap cover
11. rain coat
12. Nameplate
13. issued Glock 9mm pistol
14. gun belt
15. holster
16. handcuffs
17. handcuff case

18. magazines
19. magazine case
20. flashlight
21. whistle (optional)
22. black street shoes or athletic shoe (all black)
23. socks
24. soft body armor or external vest
25. OC Defensive Spray
26. collar brass
27. badge of office
28. walkie-talkie case
29. Monadnock Autolock 22" or 26" expandable baton
30. Taser (CEW) and authorized holster
31. Axon body worn video camera

The Chief of Police will designate the uniforms for the Chief of Police, Deputy Chiefs of Police and Inspectors.

### **3.4.3 Care and Maintenance of the Uniform.**

1. The uniform is to be kept well pressed, clean, and free from spots, lint, and dandruff to be considered satisfactory.
2. All uniforms that appear to be faded, discolored, or have excessive wear will be considered unsatisfactory and shall be replaced.
3. All leather and nylon gear shall be black and in a clean and serviceable condition.
4. No alterations may be made to any part of the uniform except to insure proper fit.
5. All items of uniforms and equipment which are issued shall conform to specifications approved by the Chief of Police.
6. In the event that any item of the uniform or other equipment is lost, stolen or damaged, the officer shall:
  - Draw a case number and complete a report explaining the circumstances surrounding the loss or damage.
  - If the officer is injured and cannot submit the report, the officer's supervisor will do the report.
  - If the loss or damage occurred during an investigation, the case number of the investigation will be incorporated into the uniform report.
  - The report shall be forwarded to the officer's division commander.
  - The Chief's office shall be notified by the division commander.
7. Each officer shall, upon employment or as soon as possible thereafter, receive an initial issue of uniforms and equipment as described in Chapter 3, Appendix A. In the event that additional or replacement items are needed, officers will be responsible to maintain their uniforms as agreed to by Collective Bargaining Agreement between the Norwalk Police Union and the City of Norwalk.
8. Uniforms and equipment as outlined in Directive 3.4.11, Separation from Police Service, shall be turned in upon termination of employment. The uniforms and equipment shall be in good condition and proper working order.

### **3.4.4 Wearing the Uniform:**

#### **A. Hats**

1. The eight point hat will be worn exactly straight on the head. The center of the visor will be in line with the nose and two fingers above the bridge of the nose. The hat shield will be straight and centered on the hat.

2. The trooper style hat may be worn during the colder weather at the discretion of the individual officer. The hat will be worn exactly straight on the head. The hat shield shall be displayed in the appropriate location.
3. Patrol officers will wear a black hatband around the outside front of the eight point hat.
4. Detectives and supervisors will wear a gold colored hatband around the outside front of the eight point hat.
5. The hat will be worn in the following circumstances:
  - Whenever the Class A uniform is worn (eight point hat)
  - During parades and funeral details (eight point hat)
  - When on foot patrol
  - When directing traffic
6. An approved black baseball hat with an embroidered badge and Police embroidered in the back shall be an optional alternative to the eight point hat for extra work and approved events per agreement between the City and the Norwalk police union. The Chief of Police has the right to rescind the use of baseball hats by individual officers for cause (ex. not worn properly, unauthorized situations, faded, damaged). The agreement to allow baseball hats to worn can be rescinded at any time by the Chief of Police.
7. High visibility shirts (long or short sleeves) may be worn for extra work assignments and approved events.

## **B. Uniform shirt**

The uniform shirt will be dark blue in color for Patrol Officers, Detectives, Sergeants, Lieutenants and Captains. The ranks of Lieutenant and above shall wear white color shirts at their option or when directed by the Chief of Police. The buttons will be the same color as the shirt. All buttons will be securely fastened except for the collar button of the short sleeve shirt.

1. The shield will be worn over the left breast pocket in the area allotted for the shield pin. Shields issued by the department will be worn while on duty.
2. Nametags will be worn at all times. The nametag will be worn centered over the right breast pocket with the bottom edge of the tag abutting the top seam of the pocket flap. Officers may optionally wear the issued accreditation nametag.
3. Marksmanship awards, emergency service, scuba, K-9 patrol and any other authorized special insignia will be worn centered  $\frac{1}{4}$ " above the nametag (the upper edge of the name tag to the lower edge of the insignia). Additional special insignia will be placed centered  $\frac{1}{4}$ " above the lower insignia. Bar type insignia will be placed nearest the nametag when multiple insignia's are worn. An American flag pin may be worn in place of a special service insignia. It will be worn in the same location as the special service insignia but will not be worn with other authorized insignia. Pins will not be larger than  $\frac{1}{2}$ " in height or length. No more than 2 special insignia pins (excluding service awards may be worn). Officers who are veterans of the Armed Forces are authorized to wear military service bars to recognize their branch of service. See Appendix B.
4. Insignia of rank will be worn on the collar by supervisors
  - Sergeants will wear one set of three gold chevrons on each collar flap. The chevrons will be approximately  $\frac{7}{8}$ " wide by 1" high. The chevrons will be worn centered on the point of the collar with the opening pointed away from the neck and the lowest outer edges  $\frac{1}{4}$ " from the edge of the collar and equidistant from the point of the collar.
  - Lieutenants will wear one gold bar on each collar flap. The bar will be approximately  $\frac{3}{4}$ " long and  $\frac{1}{4}$ " wide. The bar will be worn so that the length extends parallel to the front edge of the collar flap.
  - Captains will wear two gold bars on each collar flap. The bars will be approximately  $\frac{3}{4}$ " long and  $\frac{1}{4}$ " wide connected by two strips approximately  $\frac{1}{4}$ " long and  $\frac{1}{2}$ " apart. The overall dimensions will be approximately  $\frac{3}{4}$ " by  $\frac{3}{4}$ ". The bars will be worn so that the lower bar is placed on the collar flap in the same location as the single bar worn by lieutenants.

- Service stripes may be worn at the option of the officer. Service stripes shall be gold in color and worn on the left sleeve on long sleeve shirts, blouse coats and overcoats. One service stripe shall be worn for each five years of service as a Norwalk Police Officer.
- 5. Sergeants shall wear one set of three cloth chevrons on each sleeve. The chevrons shall be gold with a black background. The chevrons will be approximately 3 ½" wide by 3 7/8" high. The top point of the chevrons will be approximately ¼" below and centered on the department shoulder patch. The lower opening of the chevrons will be parallel with the ground when the shirt is worn.
- 6. No other collar pins are to be worn on the shirt.
- 7. Short sleeve shirts will be worn with all buttons securely fastened except for the collar button. If an undershirt is visible, it will be white or black in color.
- 8. Long sleeve shirts will be worn as follows:
  - A necktie, black undershirt, or turtleneck will be worn with the long sleeve shirt Class 'B' uniform. Neckties are required for the Class 'A' uniform.
  - Neckties shall be color black. No knitted ties will be worn.
  - Officers shall wear the breakaway type necktie.
  - Appropriate tiepins, tacks or bars, may be worn and will be gold or silver in color. An American flag pin may be substituted for the above.

#### **C. Overcoats**

1. The Department issued badge will be worn above the left breast pocket in the space allotted.
2. The nametag will be worn above the right breast pocket in the space allotted.
3. Special authorized insignia will be worn in the same location as on the shirt.
4. Insignia of rank for Sergeants and above will be worn on the epaulets.
  - a) Sergeants will wear one set of three gold chevrons on each epaulet.
  - b) Lieutenants will wear one gold bar on each epaulet. The bar will be approximately 3/8" wide and 1" long. It will be worn centered on the epaulet, with the one inch length parallel to ½" from the outside shoulder seam.
  - c) Captains will wear two gold bars connected by two stripes on each epaulet. The bars will be approximately 3/8" wide and 1" long and connected by two stripes approximately 3/8" long and 5/8" apart. The bars will be worn centered on the epaulet so that the outer bar is in the same location as the single bar worn by lieutenants.

#### **D. Trousers and Shorts**

Trousers may be of summer or winter weight at the option of the officer. Trousers will be worn at a length where the cuff touches the instep when the leg is straight and the feet on the ground. Shorts will be cargo type and worn at a length where the cuff touches the top of the knee cap.

#### **E. Blouse Coat**

1. A single breasted blouse coat will be worn by patrol officers, detectives, sergeants, lieutenants and captains and double breasted for ranks above captain.
2. The Department issued badge will be worn in the place provided over the left breast pocket.
3. Insignia of rank
  - Sergeants will wear one set of three gold chevrons sewn onto each sleeve. The chevrons will be approximately 3 ½" wide by 3 7/8" high. The top point of the chevron will be ¼" below and centered on the department shoulder patch. The lower opening of the chevron will be parallel with the ground when the coat is worn.
  - Lieutenants will wear one gold bar on each epaulet. The bar will be approximately 3/8" wide and 1" long. It will be worn centered on the epaulet ½" from the edge of the outside of the shoulder seam. The 1" length to be in the same direction as the shoulder seam.
  - Captains will wear two gold bars connected by two stripes on each epaulet. The bars will be 3/8" wide by 1" long and connected by two stripes approximately 3/8" long and 5/8" apart. The bars will be worn centered on the epaulet ½" from the edge of the outside

shoulder seam so that the outside bar is in the same position as the single bar worn by lieutenants.

- Duty belts will be worn at the option of the officer when in Class A uniform. Weapons will be worn in a holster compatible with the blouse coat.
4. Name tags will be worn above the right breast pocket and in the same position as on the shirt
  5. Two authorized special insignia in addition to any service awards may be worn above the nametag as on the shirt.
  6. NPD insignia will be worn on the collar, one on each side. The size of the insignia will be approximately 1 ¼" long by 3/8" high. The outer most letter will be ½" from the outside edge of the collar. The base of the letters will be even with the point of the collar and run parallel to the ground when the coat is being worn.

#### **F. Sweaters**

A black sweater may be worn over the long sleeve shirt. Sweaters shall be a pullover 'V' neck design, shall be black in color, and shall have department patches sewn onto each shoulder sleeve in the same location as the long sleeve shirt. A tie or turtle neck shall be worn with the long sleeve shirt and sweater. The Department issued badge shall be worn on the left breast in the space provided. Officers of rank shall wear cloth rank insignia on the sweater epaulets.

#### **G. Turtlenecks**

Black turtleneck shirts may be worn under the long sleeve shirt. The collar of the turtleneck may have the initials 'NPD' embroidered on the right front side. Embroidery must be in silver for patrol officers and gold for detectives and supervisors.

#### **H. Leather or Nylon Duty Equipment**

Leather or nylon duty equipment will be black in color. It will be worn in such a manner that it does not droop or sag. Leather/Nylon equipment will consist of the following:

1. Gun Belt- may be standard type or Velcro backed type with Velcro closing. When a buckle is worn, it will be of the standard open style and either gold or silver in color, two pronged, rectangular in shape approximately 2 ½" high x 2" wide. No special design buckles will be worn on the outer gun belt.
2. Holster - must be a style, which is approved by the Training and Recruitment Division. It will be designed to carry the department issued service pistol in a secure manner. The holster will be worn on the same side as the officers shooting hand. No cross-draw holsters will be worn.
3. OC Defensive Spray- carried in a holder and placed on the belt in an area consistent with departmental training.
4. Handcuffs - must be carried in a handcuff case or loop type holder and placed on the belt in an area on the duty belt consistent with departmental training.
5. Portable radio holder may be worn at the option of the officer. It will be placed in an area on the belt convenient for the wearer.
6. Key holders and flashlight holders may be worn at the option of the officer. They will be placed on the belt in an area consistent with departmental training.
7. Spare magazine pouches shall be of a style approved by the Training and Recruitment Division. The holder will be placed on the belt in a location consistent with departmental training.
8. Belt keepers may be worn at the option of the officer.

#### **I. Shoes**

Street shoes or athletic shoes - will be black in color and of plain toe design

1. Shoe laces will be black in color as will the soles and heels of the shoes
2. Boots may be worn at the option of the officer. They will be black in color to and include the soles, heels and laces. Boots may be of Military type or of a type having a plain toe and upper. No fancy designed or stitched boots or "cowboy" type will be worn. Insulated boots may be worn

in colder weather. They will be black in color, including soles, heels and laces. If boots are worn, the pants legs must fall outside the boots.

3. No open toed shoes or sandals will be worn except in case of injury or medical reasons.
4. Heels and soles will not be excessively high or thick. This is for reasons of safety.
5. Shoes should be kept cleaned and polished at all times.

#### **J. Socks**

Socks will be solid black or dark blue in color with no design (white socks are permitted for medical reasons).

#### **K. Raincoat**

Reversible raincoats will be worn in inclement weather at the discretion of the individual officer.

1. The badge will be worn over the left breast in the place provided.
2. No other emblems or insignia will be worn on the raincoat.

#### **L. Hat Cover**

Waterproof, reversible hat covers may be worn over the eight-point service hat at the discretion of the officer when the raincoat is worn.

#### **M. Boots or Over-Shoes**

Will be black in color and may be worn at the discretion of the officer during inclement weather.

#### **N. Firearms**

The pistol carried on duty will be the officer's issued or department authorized weapon. The pistol and magazines will be filled with ammunition of the type issued by the department. Brown or black grips of a size and shape approved by the Training and Recruitment Division will be worn on the issued weapon. Pistols will be kept clean and operational at all times.

#### **O. Shotguns/Rifles**

Department owned or personally owned shotguns or rifles purchased by officers may be carried while on duty. The shotgun must be a Remington Model 870. The rifle must be the AR15 patterned style. Officers who choose to carry their personally owned shotgun or rifle must follow the provisions of Directive 11.1.

#### **P. Rifles**

Department owned or personally owned rifles purchased by officers may be carried while on duty. The rifle must be a patterned AR15 rifle. Officers who choose to carry their personally owned rifle must follow the provisions of Directive 11.1.

#### **Q. Monadnock Autolock Expandable Baton**

Monadnock Autolock Expandable Batons will be 22" or 26" in length. They will have a foam grip and a power safety tip. They will be carried on the belt in the issued holder.

#### **R. Flashlights**

The lights may be of metal or plastic and black in color.

#### **S. Earmuffs**

Earmuffs may be worn with the eight-point service hat. The earmuffs will be black or dark blue in color and will not interfere with the wearing of the hat.

## **T. Gloves**

White cotton gloves will be worn with the Class A uniform. During cold weather, white winter gloves may be worn. Black gloves may be worn with the Class B uniform during cold weather. The gloves may be leather, wool, or vinyl and will be worn at the discretion of the officer. Fingerless gloves are prohibited with the exception of the motorcycle officers, bicycle officers, or officers engaged in an ESU operation. Gloves shall have no additional weighting such as found in 'sap' gloves.

## **U. Scarves**

Scarves may be worn at the discretion of the officer when the nylon, leather or Gore-Tex coat is worn. Scarves will be dark blue or black in color and have no insignia or emblems on them.

### **3.4.5 Class of Uniform**

Class A Winter Uniform will consist of the following:

1. Blouse Coat
2. Long sleeve shirt and tie
3. Trousers
4. Gun Belt
5. Holster and Firearm
6. Plain black street shoes
7. Rank insignia
8. Name tag
9. Shield
10. Winter 8 point hat
11. Special service authorized tag, pin, or American Flag
12. Black or blue socks
13. White gloves

Class A Summer Uniform

To be the same as the winter uniform except that short sleeve shirt will be worn without a tie and the winter 8-point hat will be replaced with the summer 8-point hat.

Class B Winter Uniform will consist of the following:

1. Longsleeve shirt and tie, black undershirt, or turtleneck
2. Trousers
3. Black shoes or boots
4. sweater
5. Gun Belt
6. Holster and Pistol
7. OC Defensive spray and holder
8. Handcuffs
9. Autolock expandable baton and holder
10. Shield and insignias
11. Name tag
12. Special Service authorized tag or pin
13. Radio case
14. Winter hat

## Class B Summer Uniform

To be the same as winter uniform except that the short sleeve shirt shall not be worn with a turtleneck or tie.

## Class B Spring and Fall

During the season of spring and fall, Class B summer or winter uniform will be acceptable wear for an interim period as designated by the written order of the platoon commander.

## Class C Summer and Winter

Class C Uniform will consist of all the Class B gear with the exception of either the battle dress uniform (BDU) shirts and pants or the patrol dress uniform (PDU) shirts and pants.

### **3.4.6 Special Classes of Uniforms**

#### **K-9 Unit**

The uniform shirt will be dark blue in color. Styled with authority but more functional than traditional uniform shirts using comfortable and rugged cotton blend tightly woven in fine-line twill to match the K-9 uniform trousers. The shirt will have two large pleated front pockets covered by front yokes and secured with hook and loop closures. The shirt will have epaulets and extra-long shirrtails. The button will be the same color as the shirt. All buttons will be securely fastened except for the collar button of the short sleeve shirt or when the long sleeve shirt worn over a turtleneck.

The shield will be embroidered over the left breast pocket. Nametags will be worn at all times. The nametags will be embroidered with the officer's rank and first initial and last name. The nametags will be approximately ½" high and 2 1/2" long. Embroidery must be in silver for patrol officers and gold for detectives and supervisors.

The uniform trousers will be dark blue in color. Trousers will be worn at a length where the cuff touches the instep when the leg is straight, and the feet on the ground. The trousers will have a total of eight pockets counting two double pockets on the outside plus two quarter front pockets and two rear pockets. The trousers will be tailored with permanent creases and wide heavy-duty elastic waistbands with silicone shirt-grips for comfort and neat appearance. The trousers will be tailored with reinforced seam and seat areas.

#### **Mountain Bike and Segway Patrol**

##### **Cool/Colder Weather**

1. Black long sleeve polo shirt with embroidered badge and department shoulder patches or blue/black long sleeve shirt with reflective stripe
2. black long pants (type approved by Bike Unit Supervisor)
3. white or black socks
4. black low, mid, or high topped shoe (athletic type shoe is permissible)
5. black framed sunglasses and black sunglasses retainer
6. black riding gloves (additional color is permissible upon approval of the bike unit supervisor)
7. black whistle
8. blue/black or yellow rain gear with black lettering (jacket / pants) or clear rain jacket
9. blue/black or yellow/black outer jacket or vest with reflective lettering
10. black neck/head gaiter
11. bicycle helmet (type to be approved by the bike unit supervisor)



## Warm Weather

1. black shorts, mountain bike type
2. black compression shorts (worn if desired beneath)
3. blue/black short sleeve shirt or gray short sleeved polo shirt with embroidered patch and department shoulder patches
4. white socks
5. Shoes, glasses, gloves whistle, rain gear, helmet and helmet cover same as cool/colder descriptions

Selection of the cold or warm weather uniform is based upon weather conditions as deemed by the individual bicycle officer.

## Marine Division

1. Uniform wear for the Marine Division shall be approved navy blue t-shirts and navy blue short sleeve polo shirts with department shoulder patches and embroidered name bars and badges along with navy blue shorts.
2. For cooler/ cold weather navy blue sweatshirts with department shoulder patches and embroidered badge and name bar are also authorized.
3. Additional clothing may be worn as amended and approved by the Chief of Police.

## Emergency Services Unit

All ESU Team members may wear an ESU department patch on their right sleeve. The tactical unit will also wear special uniforms when assigned to missions involving ESU (example: call outs). Depending upon the nature of the assignment, their uniforms will consist of the subdued Class C uniform.

Other uniform or special equipment can be selected for all ESU members to meet the requirements of a mission at the discretion of the ESU supervisor.

## Administrative Units, Headquarters Units, and SRO's

Administrative, Headquarters, and SRO personnel are permitted the option of wearing a practical "business casual" or "soft" uniform, consisting of police tactical training type pants, e.g., 511 or Propper brand tactical trouser, and a polo shirt with a badge and officer's name embroidered on same. The choice of colors may be a combination involving khaki, black or navy blue. (Other colors could be added at the discretion of the Chief). The shirt must be worn tucked into the pants. Shoes will be either a black police boot/shoe as per the directives, or a "hiking" type shoe/boot. At the discretion of the division commander or officer's supervisor, officers may be required to wear their Class B police uniform (for official functions/meetings). Officers wishing to utilize this "soft" uniform, must first receive permission from their division commander AND the Chief of Police or a Deputy Chief of Police.

## Motorcycle Unit

1. Uniform wear for the Motorcycle officers shall be either the Class A/B shirts or the approved navy blue polo shirt with NPD patches, badge, and nametag as with the regular Class A/B uniform.
2. Pants will be a navy blue breeches style riding trouser.
3. Boots will be approved black leather motorcycle riding style 14" to 17" in height.
4. Authorized black and white motorcycle helmet.
5. Black motorcycle gloves.

### **3.4.7 Personal Appearance and Equipment.**

#### **Grooming**

Officers shall be neat appearing and well groomed while on duty. All articles of uniform shall conform to the department uniform regulations. Except for repair or sizing alterations, the uniform, or any part of issued equipment, will not be altered except by direction of the Chief of Police.

#### **Wearing the uniform**

The uniform shall be kept clean and neat, well pressed and unobtrusively repaired at all times. While wearing the uniform, officers shall maintain a military bearing, avoiding mannerism such as slouching and keeping hands in pockets. All members of the department issued uniforms or clothing allowances will maintain their uniforms and have ready to be worn upon direction of a supervisor.

#### **Manner of dress**

Normally, officers shall wear uniforms of the day. However, commanding officers may permit other clothing as required by the nature of the officer's assignment.

#### **Appearance**

Male officers will conform to the following standards:

1. Hair shall be evenly trimmed while on duty. When groomed, the hair shall not protrude more than two (2) "from the side of the head. The hair shall be gradually tapered as that it does not protrude over the top of the ears by more than ½ the ear. The hair at the back of the neck shall be gradually tapered and at no time while in normal posture, should the hairline at the back of the neck extend over ½ the shirt collar. No ponytails shall be worn.
2. Sideburns shall not extend below the bottom of the ear and must not be more than 1¼" wide. The sideburns must be vertical in shape and shall not angle forward in "Pork Chop" fashion.
3. Mustaches - mustaches are permitted. The mustaches shall be neatly trimmed and shall not extend over the edge of the upper lip, nor extend below the corner of the mouth, more than ½".
4. Clean and neatly trimmed beards and goatees of an inch or less are allowed. Beards shall be neatly trimmed and worn in such a manner that they will not interfere with the wearing of any police equipment including hats, protective headgear, etc. An officer wishing to grow a beard shall notify his supervisor in advance. An officer wishing to remove his beard shall notify his supervisor at least 7 days in advance. Officers with beards shall submit to identification photos both with and without a beard. The Chief of Police shall have final discretion with reference to the appearance of beards and may order any officer to shave or bring the appearance of the beard into compliance.

Female Officers will conform to the following when in uniform:

1. Hair: Female officers shall keep their hair neat and styled consistent with the type of duty performed. When in uniform, they shall arrange their hair so that it does not extend past the bottom edge of the collar.
2. Bouffant and modified bush styles are acceptable if they allow wearing of the hat. Wigs or hairpieces of a color close to the usual hair color of the wearer may be worn if they conform to the standards for natural hair. Plaited hair shall not be permitted.
3. Hair Ornaments: No decoration shall be worn in the hair while in uniform. Items used to hold the hair in place shall be concealed as much as possible and shall be of a color and style that blend with the hair.
4. Make-up: shall be subdued and natural looking.

## Male and Female Officers:

No officer is allowed to wear any type of jewelry above the neck while in uniform. This includes, but is not limited to earrings, nose rings, and headbands. Officers in plain clothes are allowed to wear stud type earrings in their ears. Officers are allowed to wear one ring per hand or up to three rings on the ring finger.

Eyeglasses and Sunglasses may be worn with the uniform.

### **3.4.8 Responsibilities**

All police personnel are responsible to maintain a proper fitting uniform and be well groomed at all times while on duty. Supervisors shall ensure that officers under their command are within the guidelines set forth in this Directive.

Commanding officers shall inspect the personnel under their command from time to time to ensure all are within the guidelines set forth in this Directive.

### **3.4.9 Plainclothes Dress Standards**

All officers working in a plainclothes capacity shall conform to this dress code. However, commanding officers may permit other clothing as required by the nature of the officer's assignment.

Personnel working in a plainclothes assignment are required to wear business casual attire (a neat sport or dress shirt with collar and slacks or trousers) unless approved by the Chief of Police based upon the nature of assignment or hours of work. Personnel may opt to wear a sweater in addition to or in lieu of the sport or dress shirt. Crew neck sweaters may be worn alone. V-neck sweaters shall only be worn over a collared shirt.

#### **Court Appearances**

Male personnel working in a plainclothes assignment when attendance at court or by the nature of the assignment, shall wear jacket and tie. Female personnel shall wear proper business attire.

### **3.4.10 Body Armor**

#### **General**

Soft body armor shall be issued to all personnel with their initial uniform allotment. Additional or replacement body armor may be purchased using an officer's yearly clothing allowance. The wearing of protective vests is important to officer safety. Officers shall be required to wear Department issued or replacement soft body armor when assigned to a uniform patrol assignments except in the following circumstances:

1. Officers working in communications, holding facility, front desk, complaint bureau, any other administrative function, or in a light-duty capacity shall not be required to wear body armor.
2. Officers unable to wear body armor due to a medical condition must submit a doctor's note detailing the condition and the reason body armor can not be worn to the Chief of Police. All medical information shall remain confidential. If authorized, the Chief of Police will issue a written waiver of this directive to the officer. Any officer receiving such waiver shall be required

to carry their body armor in the front passenger compartment of the patrol vehicle where it is readily accessible.

3. Officers working extra duty jobs that are non-patrol functions shall not be required to wear body armor.
4. Officers involved in undercover operations shall not be required to wear body armor when it could compromise the officer's safety.

All officers, regardless of assignment, shall be required to wear body armor when involved in high risk situations. Such situations include:

- a) Execution of search and seizure warrants
- b) Planned violent felony warrant execution
- c) Barricaded persons and/or hostage situations
- d) High risk tactical situations
- e) Active shooter situations
- f) Civil disturbances
- g) Firearms training

#### **3.4.11 Separation From Police Service**

Per the Norwalk Police Union Collective Bargaining Agreement, Article 3, Section 6, whenever a regular member of the Department separates from police service, organizational equipment and substitutes for such equipment issued by the Department including: handgun, ammunition, holster, gun belt, handcuffs, handcuff case, and flashlight are the property of the City of Norwalk and must be turned in upon termination of employment. Uniforms must also be turned in if still serviceable.

In addition, the Department issued badge, identification cards, key fobs, baton and holder, portable radio, radio batteries, radio charger, radio holder, aerosol device, protective helmet, taser, keys, or any other item that was issued to the employee must be turned in.

This equipment shall be turned over to the Training and Recruitment Division and the Returned Equipment Receipt sheet must be completed by the person receiving the equipment. A copy will be provided to the employee leaving the service if requested. The returned equipment will then be disseminated to the appropriate division or unit that has primary responsibility for that equipment for storage, inspection, repairs, and re-issue.

In the event the employee refuses to return or claims not to be in possession of any listed equipment, the Administrative Manager and Chief of Police shall be notified for appropriate resolution.

Any sworn member of the Department who retires in good standing and at the discretion of the Chief of Police may be issued a retired identification card and key fob with access to the general area of the building.

### **3.4.12 Body Art**

Body art is defined as, but not limited to, tattoos, piercings, mutilations, branding, body and dental ornamentation and theatrical contact lenses. Body art on the head, neck, face or hands is prohibited.

Effective February 9, 2015 all new applicants shall be advised that the presence of visible tattoos will prohibit them from wearing the short sleeve uniform shirt and/or uniform shorts while on duty. Tattoos may be covered by neutral colored make up, adhesive bandage or skin colored sleeve. Non-uniformed personnel must wear appropriate business attire that covers any body art.

Any tattoo that is deemed by the Chief of Police to be offensive must be covered so it is not visible while an officer is on duty. The determination by the Chief of Police of what is considered offensive will be based on obvious depictions of nudity, profanity, obscenity, or indecent drawings. Any violation of this policy will be handled in accordance with Local 1727 Collective Bargaining Agreement Article 27, Section 2.

#### **Exceptions**

1. The above policy will not apply to officers hired prior to February 9, 2015. Any additions/alterations after this date will no longer fall under this exception clause and prohibit the officer from wearing short sleeve uniform shirts and/or uniform shorts unless they are covered in the appropriate manner stated above.
2. The above policy will not apply to any undercover officer when acting in their official, assigned capacity. Any such approval will only last for so long as the special duty assignment.
3. The above policy will not apply to officers who have a single tattoo on their ring finger in place of their wedding band or any tattoo resulting from a surgical procedure or bona fide medical or cosmetic issue.

Approval for such exceptions must be granted by the Chief of Police or his designee.

### **3.4.13 Social Networking**

With the increasing availability and usage of mass media outlets as well as chat rooms, social meeting sites, and applications such as facebook, myspace, twitter, personal blogs, and web pages, The Norwalk Department of Police Services has established guidance on its management. This policy addresses all social media in general, not just those named above. All employees of the department are expected to abide by the rules of conduct while on and off duty. This conduct applies to computer and internet related activities.

1. Employees shall not participate or contribute in any manner behavior that may have an adverse impact on the community respect for, confidence in, or reputation of the Department.
2. Employees shall not identify themselves directly or indirectly as a member of the Norwalk Police Department in such a manner that would bring disrepute upon or affect the efficient operations of the agency or adversely affect community respect for, confidence in, or reputation of the Department.
3. Employees shall not use photographs or other images of agency uniforms, patches, badges, logos, or vehicles on personal web pages, blogs, or any other type of internet posting, without approval by the Chief of Police or his designee.

4. Employees shall not allow friends, family or acquaintances the use of any agency uniforms, patches, badges, logos or vehicles on any of the above mentioned medias.
5. Employees shall not post, transmit, or otherwise disseminate any information which they have access to as a result of their employment or authority. This includes, but is not limited to, photographs of criminals, crime scenes, or accidents; police reports, criminal or administrative investigations.

Any employee becoming aware of or having knowledge of a posting or of any website or web page violation of this policy shall notify their supervisor immediately.

### **Exception**

The above policy will not apply to officer's acting in their official capacity utilizing the social network for an investigation. Prior to any officer setting up a fictitious identity/account or any other misrepresentation online, they must complete the following:

1. obtain their supervisor's approval
2. draw a case number regarding the investigation
3. complete a report detailing the purpose of the case to include all pertinent identity information.

### **3.4.14 Body Worn Cameras**

The Norwalk Department of Police Service is committed to making the best use of its resources to capture best evidence by taking full advantage of new technology and the use of Body Worn Cameras (BWC) in appropriate circumstances. This policy will facilitate the use of BWC to:

- Enhance opportunities for evidence capture
- Increase early guilty pleas, reducing officer case preparation and court time
- Assist officers to control anti-social behavior
- Reduce complaint investigations by providing impartial, accurate evidence
- Provide insight into police service delivery and identify best practices
- This policy does not govern the use of covert recording devices used in undercover operations, see Directive 8.0.

### **Training**

Officers using the BWC equipment will receive training at least annually in all necessary technical aspects of the specific equipment being used. Training shall include:

- Legal implications
- Practical use issues
- Evidentiary continuity
- Health and safety
- Camera operation
- Proper placement of the camera
- Departmental policy on camera usage
- Recording advisements
- Care and maintenance

## **Equipment**

The BWC equipment is generally a body mounted camera with a built in microphone. Officers will wear the camera on their outer most garment and above the midline of their torso. The camera store digital files which, once recorded, cannot be deleted or amended by the operator. Each file carries a unique identifier and is time and date stamped throughout. Officers shall not wear any personally-owned camera or device for the purposes of recording enforcement activity. See Directive 13.1.8 for recording exceptions under exigent circumstances. Only camera units issued by the department are authorized.

The software system of Evidence.com supports the camera system, automatic downloading, and storage of the digital video files to a cloud. Video will be stored, at least the minimum, as required by the State Records Retention schedule, aside from those marked as evidence or pursuant to specific exemptions outlined below. This provides a full audit trail ensuring evidential continuity is maintained.

The Training and Recruitment Division will be responsible to keep records of the serial numbers and the location of the cameras.

## **Malfunction, Damage, Loss, Theft**

Any malfunction of the equipment must be reported immediately to the officer's supervisor. A notification in writing shall also be sent to the Professional Standards Division. If an equipment malfunction cannot be readily corrected, the officer shall be issued a temporary BWC until their unit is returned in operating condition. BWC maintenance and inspections of the cameras will be completed in accordance with manufacturer's recommendations.

In the event a BWC is lost, stolen, or damaged, the officer shall immediately:

- Report said occurrence to their supervisor.
- Draw a case number and complete an incident report documenting the circumstances of the occurrence.
- If the officer is injured and cannot submit the report, their supervisor will write a report.
- If the loss, theft, or damage, occurred during an investigation, the investigation case number shall be referenced in the report.
- The Chief's office shall be notified by the officer's division commander.
- In the event of a loss or theft of the BWC unit, the officer shall be issued another BWC unit.
- In the event of a damaged BWC unit, the officer shall be issued a temporary/spare BWC unit, until such time his/her BWC unit is returned in operating condition or replaced if not repairable.

When not in use, all BWCs must be securely stored by the assigned officer. Only officers who have received the appropriate training will be authorized to wear the BWC equipment.

The officer must ensure the BWC is working correctly prior to leaving headquarters. At the start of the shift, officers will perform a check, as outlined in the BWC training, for any issues related to:

- Damage
- Camera mounting
- Recording functionality
- Previous uploads
- Battery charging
- Date and time stamp are accurate

The officer shall ensure the BWC remains with power on and in stand-by mode for the duration of their work assignment. Exceptions would be while using the restroom and the locker room or any other instance considered to be private outside the scope of police duties.

### **Storage and Retention**

Video will be stored for at least the minimum period in accordance with the State Records Retention Schedule and disclosed pursuant to law; however, the following videos will be stored for longer periods as noted. Videos involving:

- The use of force will be stored for a minimum of 4 years
- Citizen complaints will be stored for a minimum of 4 years
- Videos of evidentiary value will be downloaded and retained as such
- Videos that may be of value for training purposes shall be downloaded and retained as such. Officer will be notified and may request that their identity be redacted.
- Videos whose incidents are believed by the officer or supervisor to possibly result in a complaint or civil litigation shall be retained for 4 years
- Videos of cases which remain open and under investigation or while criminal or civil proceedings are ongoing or reasonably anticipated, in accordance with state requirements.
- Videos reproduced for evidentiary purposes or otherwise cased to be preserved shall be retained for at least 4 years.
- Videos specifically requested by representatives in accordance with any specific request by representatives of the Division of Criminal Justice, Municipal Attorney, Officer of the Attorney General, retained counsel and other authorized representatives in their official duties.
- Videos shall be preserved in response to oral, written or electronic requests from any member of the public where such requests indicate litigation may be anticipated. These requests shall promptly be brought to the attention of the officer's supervisor and the city's corporation counsel.

No record created by an officer using body-worn recording equipment of:

- The scene of an incident that involves a victim of domestic or sexual abuse or
- A victim of homicide, suicide or a deceased victim of an accident,

shall be subject to disclosure under the provisions of 1-210 of the general statutes to the extent that disclosure of such record would reasonably be expected to constitute an unwarranted invasion of personal privacy.

### **Notification**

Officers shall notify persons that they are being recorded as soon as practical and the notification must be on the recording. Officers shall repeat notification, if practical, for additional people that become involved in the recording.

### **Recording an Incident**

Officers shall record the following police activity whenever practical. This includes but is not limited to:

- Response to calls for service, as the primary or back-up unit(s), when the officer begins travel for the call and ending when the event is concluded. This shall apply when assigned to the call by communications or a supervisor, as well as when responding voluntarily.



- Terry stops
- Traffic stops
- Traffic accidents
- On-view criminal activity
- Arrests, seizures, infractions, and any other enforcement activities
- Searches and inventories of vehicles or persons
- Transports and processing of prisoners (excluding ride-alongs and passengers for meetings)
- Patrol transports of any persons in a police vehicle
- Vehicle pursuits
- Report of use of force
- Questioning suspects and victims
- Questioning complainants/witnesses unless they object to the recording or when the recording may interfere with their cooperation in the investigation.
- Major motor vehicle or criminal incidents involving death, serious injury, or catastrophic property damage.
- Public contact that becomes adversarial
- Extra-work assignments that may experience any of the above or that may arise outside the general duties of the extra-work assignment i.e. routine traffic direction duties.
- Any other situation in which the officer deems the video may be beneficial or used for evidentiary purposes.
- Any other situation that may give rise to action and/or enforcement under the color of law and/or scope of authority as a police officer.
- Any other situation in which the officer believes there exists, or may arise, an exposure to liability and/or a complaint may be made.

If circumstances prevent recording with BWC at the beginning of an event, the officer shall begin recording as soon as practical.

Officers will activate the BWC to record the above, even if the event is out of view of the camera.

Unless there is reasonable suspicion to believe that criminal activity is occurring or will occur, officers shall not intentionally record:

- People who are lawfully exercising their freedom of speech, press, association, assembly, religion or the right to petition the government for redress or grievances. (Protected activity which is unintentionally captured while recording an event as otherwise required by this policy is not a violation).
- Places where a heightened expectation of privacy exists, such as restrooms, jails, or hospitals, unless for a direct law enforcement purpose such as a crime in progress or the recording of the location, is material to or part of a criminal investigation.

Once recording has begun, officers shall not stop recording until the event has concluded. Once BWV recording has begun, officers will record the entire event.

An event has concluded when all of the following apply;

- The officer has completed his/her part of the active investigation
- There is little possibility that the officer will have further contact with any person involved in the event; and
- The officer is leaving the area of the event.

For transports, the event has concluded when the officer reaches the transport destination and ceases contact.

**Whenever possible, an officer who deactivates the BWC during the course of an event in which this policy otherwise requires recording, shall both record on the camera the reason for the interruption or termination of recording prior to deactivating the BWC and document such event in their report.**

### **Exceptions**

Officers shall not intentionally record:

- Strip searches
  - communication with other law enforcement agency personnel, except that which may be recorded as the officer performs his/her duties
  - encounters with undercover officers or informants
  - any telephone conversation unless specifically authorized by law while in the performance of their official duties
  - tactical planning and response procedures or other sensitive police information that would not normally be made available to the public
  - when an officer is on break or is otherwise engaged in a personal activity
  - any other instance where there is a legal expectation of privacy outside the scope of police duties
  - any private conversation to which the officer is not a party
  - any person other than a suspect to a crime if an officer is wearing their issued BWC in a hospital or other medical facility
  - mental health facility unless responding to a call involving a suspect to a crime who is thought to be present in the facility
  - a person undergoing medical or psychological evaluation, procedure or treatment
- Officers shall not record inside Norwalk Hospital or other medical facility unless called to respond to an incident occurring within. In situations where officers transport an individual to Norwalk Hospital Emergency Department, officers shall stop recording once the individual is safely secured within a treatment room.

*This exception does not apply to crimes in progress or other circumstances that would allow the officer to be lawfully present without a warrant.*

### **Administrative Units, Investigative Units, Headquarters Units, and SRO's**

Members of these units are not required to record all their routine activities unless a situation arises where an officer determines, through their training and experience, that the incident should be recorded. They are required to record activities that are listed above under Recording an Incident if they become involved. This includes extra work details. Investigative Units shall record preplanned events. This includes the execution of arrest warrants, search warrants, and surveillance operations that do not put officers in harms way.

## Documentation

Recordings do not replace the need for written reports. Officers must file all necessary reports and complete any required forms prior to the end of their tour of duty and in accordance with Directive 4.7.3.

Officers who are not logged to a call or event but capture video of the event will complete a detailed report and tag the video accordingly.

*If this policy requires that an event be recorded, and there is no recording or there was a delay in recording, or the recording was stopped prior to the conclusion of the event, officers must explain in writing why it was not recorded, why the start was delayed, or why the recording was stopped.*

## Reports, Recordings and Releases

All BWC recordings shall be downloaded prior to the conclusion of the officer's shift. If for any reason this cannot be completed before the end of shift, officers shall immediately notify a supervisor prior to securing. Officers shall "tag" each video within the system with the case number, officer ID, and appropriate category from the drop down menu.

Officers may review their own video recordings prior to completing reports on an incident unless restricted by the State's Attorney's Office. Anytime a video is viewed and used to assist in writing a report, the officer shall note this in the report. The vendor's application automatically logs the identity of a user who accesses a particular video, as well as the date and time of access.

**In the event of an officer involved shooting, in-custody death, or other incident, involving an officer, where a supervisor reasonably believes serious physical injury or death may occur; the supervisor shall immediately take physical control of the camera and shall be responsible for downloading the camera prior to the end of his/her shift.**

## Proprietary Information

All images and sounds are the property of the Norwalk Department of Police Service. They are recorded and retained for policing purposes and must not be accessed, copied, or released to or by unauthorized persons, posted to any other locations, or used for any other purposes not authorized in this policy or other than in accordance with specific exemptions and laws.

## Review of Video Files

Only the Chief of Police or his designee shall have full administrative access and authorization to delete, redact, or otherwise modify the video files. Investigative Unit Supervisors shall have access to view all videos in order to assist their divisions in assigned cases.

The Chief of Police or his designee may review body-worn video for the following purposes:

- Complaint
- Criminal investigation
- Internal investigation
- Officer-involved collision
- Vehicle pursuit investigation or review
- Use of force review

- Public disclosure request
- As part of the Early Warning System (EWS)
- Training purposes, with the permission of the involved officers
- Audit and quality control/troubleshooting
- Municipality's legal representative

At a minimum, video reviewed for the above purposes will be reviewed at least once per month and a minimum of 5 videos will be examined. A separate log is electronically maintained by Evidence.com.

If an officer is giving a formal statement about the use of force or if an officer is the subject of a disciplinary investigation in which a recording from a BWC is being considered part of a review of an incident, the officer shall have the right to review such recording in the presence of the officer's attorney or labor representative. Further, such officer shall have the right to review recordings from other officer's BWV equipment capturing the officer's image or voice during the incident under review.

Requests for the deletion of portions of the recordings must be submitted in writing and approved by the Chief of Police or his designee.

Videos determined to be of evidentiary value and requested by the court pursuant to a subpoena or other court order shall be copied and forwarded as directed by the Chief of Police or his designee. The original video file as well as any duplicate copy shall be held as evidence in accordance with this policy.

Freedom of Information Act (FOIA) requests shall be processed through the Office of the Chief of Police or his designee.

Anytime a recording of a BWC is provided to a person(s) outside of the Norwalk Department of Police Service, the officer(s) depicted in the video will be notified by the Chief of Police or his designee. If possible, officers will have an opportunity to view the video, if they desire, prior to its release.

### **Minor Misconduct Discovered During BWC Review**

If in the course of viewing videos, minor acts of misconduct unrelated to the original reason for viewing the video are discovered, they will not result in discipline or a sustained finding. However, such acts may result in a training referral, mediation, or career counseling and may be included in an officer's performance evaluation. Examples of minor misconduct include but are not limited to uniform violations, rudeness, and profanity.

**Exception:** Profanity and slurs that disparage a protected class under city, state, or federal law are not considered minor misconduct.

**Officers shall NOT make copies, release, disclose, photograph, or disseminate in any form or manner recorded video without written authorization from the Chief of Police or his designee.**

### **Discipline for Policy Violations**

While discipline may be imposed as a result of an officer violating this policy, the mere fact that a violation occurred will not necessarily be grounds for discipline. The Chief of Police will review the totality of the circumstances in determining whether counseling, training, or discipline may be appropriate.

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#### **3.5 GRIEVANCE PROCEDURES**

##### **3.5.1 Contractual and Statutory Provisions**

All matters pertaining to grievance procedures for all employees shall be governed by the applicable Collective Bargaining Agreement and Connecticut General Statutes.

##### **3.5.2 Grievance Records**

Departmental records pertaining to grievances filed by or on behalf of agency employees shall be maintained by the Chief of Police. In addition to recording procedures as outlined in the Collective Bargaining Agreement, the Chief of Police shall have 5 copies of the grievance made. The Chief shall maintain one copy and send one copy each to the Mayor, Police Commissioners and the Corporation Counsel's Office.

##### **3.5.3 Analysis of Grievances**

By direction of the Chief of Police, the Professional Standards Division shall conduct an annual analysis of grievances filed by or on behalf of agency employees during the previous year, as well as supporting policies and practices. This analysis may be conducted with the assistance of the President of the Norwalk Police Union, or his/her designee. The analysis should attempt to identify trends in grievances filed that may affect departmental policies or procedures.

##### **3.5.4 Coordination of Grievances**

Unless otherwise stated or prohibited by an applicable Collective Bargaining Agreement, the Chief of Police is responsible for the coordination of grievance procedures.



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#### **3.6 DISCIPLINARY PROCEDURES**

##### **3.6.1 Code of Conduct**

The Norwalk Department of Police Service Manual is the Code of Conduct for all employees of this Department. Each employee of the Department will be furnished a copy of the manual and is responsible for reading, understanding, and complying with its provisions.

##### **3.6.2 Disciplinary System (general)**

Discipline is the responsibility of each individual, and a well-disciplined police department is one that voluntarily and ungrudgingly conforms to all rules and orders.

The Norwalk Department of Police Service employs a structured disciplinary system to be followed in cases of alleged or suspected violations of department rules, orders, City of Norwalk ordinances, or any applicable state or federal statutes by members of the department. This procedure is meant to assure prompt and thorough investigation of complaints to clear the innocent, establish guilt of wrongdoers, and facilitate fair, suitable and consistent disciplinary action.

The disciplinary system also provides a uniform means of recognizing actions or performances by members of the Police Department and citizens which are either outstanding or beyond that which is normally expected.

##### **3.6.3 Police Department Employee Recognition Policy**

The Norwalk Department of Police Service expects a very high level of professional conduct from all employees; however, members of the department frequently perform their duties in a manner exceeding even the highest standards of the department. Police awards shall be bestowed upon officers in recognition for their outstanding performances, above and beyond the call of duty, in the performance of their sworn duties as a police officer. These police awards shall be presented in a manner that allows for acknowledgment by the officer's peers, and by the general public.

1. Recommendations for police awards can be made by any officer on behalf of another officer on NPD Form #050. Recommendations for police awards shall be forwarded to the Awards Committee for review. The Awards Committee will review and forward nominations to the Chief of Police. The Awards Committee will be appointed by the Chief of Police.
2. The Chief of Police shall determine whether or not to grant the award to the recommended officer. If the Chief of Police grants an award, he shall select the appropriate established police award to grant the officer.
3. The police awards shall be presented to the police officers on an annual basis in a public forum selected by the Chief of Police.

## **Award classifications**

### **1. Medal of Honor**

Awarded to officers who distinguish themselves by an act of heroism while/and exposing themselves to extreme physical injury. This shall be the department's highest award and shall be presented only under extraordinary circumstances.

This citation bar shall consist of a green bar with a field of gold stars.

### **2. Police Service Cross**

Awarded to officers who distinguish themselves by an act of bravery while exposing themselves to physical injury, or while engaged with an armed adversary, and exposing themselves to physical injury.

This citation bar shall consist of a yellow and blue bar with gold vertical divisions.

### **3. Purple Heart**

Awarded to officers, who has been seriously, critically or fatally injured in the performance of law enforcement duty. In addition, this award may be conferred if an injury was averted by the wearing of body armor. The degree of injury and totality of circumstances shall be the determining factors.

This citation bar shall be a purple bar.

### **4. Life Saving Award**

Awarded to officers who save the life of another.

This citation bar shall consist of a red bar with white stripes on each end.

### **5. Distinguished Service Award**

Awarded to officers who distinguish themselves through outstanding and extraordinary police work and judgment, beyond the scope of normal and reasonable expectations.

This citation bar shall consist of a white bar with blue vertical divisions.

### **6. Meritorious Commendation**

Awarded to any officer who distinguishes themselves by a meritorious achievement, act, or service to the Department and which act is performed in a manner beyond normal expectations. This award would address outstanding police work at a level just below the Distinguished Service Award.

The citation bar shall consist of a white bar with two green vertical stripes.

### **7. Unit Citation Award**

Awarded to any squad, unit, or group of officers that accomplishes outstanding/ exceptional case work that is accomplished by a group of officers in collaborative.

This citation bar shall consist of a black bar with two vertical red stripes with gold crest in center.



## **8. Officer of the Year Award**

Awarded to the Officer of the Year which is selected by the Chief of Police.

This citation bar shall consist of a black bar with two gold vertical stripes with the year silk screened in the center.

## **9. Chief's Letter of Recognition**

Awarded to officers when such criteria does not come under awards 1 through 6, yet personal recognition is deserved for excellent service to the community or department.

Only one medal of each type may be worn with the exception of Officer of the Year. Any officer who receives the same award shall wear the following:

- From 2-5 awards of the same type – a silver star shall be applied to the bar
- For 6 awards and up of the same type – a gold star shall be applied to the bar

### **3.6.4 Officer of the Month/Year Program**

#### **General**

In addition to the Police Awards, all officers below the rank of Chief are eligible to participate in the "Officer of the Month" Program. Each month, nominations may be made for exceptional achievement in any police endeavor, including:

- extraordinary valor
- investigative work
- community policing
- community relations activities
- traffic safety
- drug control and prevention
- juvenile programs
- training programs

#### **Nominations**

Nominations for Officer of the Month may be made by any employee of the department. However, all supervisors and commanding officers shall forward to the Chief of Police, all instances of noteworthy performance by members of their division or unit. No specific format for submission shall be utilized. Nominations may be made by submitting a statement of the specific circumstances involving distinguished police performance supplemented by any supporting documents, such as police reports, commendations, etc. The nominations shall be addressed to the Chief of Police, who shall review the nominations and may select one or more officer(s) each month.

Officers selected as "Officer of the Month" shall be recognized with a press release to the media, denoting the achievement as well as their name and photo displayed in the lobby of headquarters.

On or before January 31<sup>st</sup> of each year, a committee appointed by the Chief, shall select one officer from among the twelve "Officer of the Month" recipients and recommend that this officer be recognized as "Officer of the Year". This recommendation shall be forwarded to the Chief of Police, who may recognize one officer as "Officer of the Year".

Officers selected as "Officer of the Year" shall be recognized with a press release to the media, denoting their achievement as well as an award presented by the department. In addition, each "Officer of the Year" recipient will be memorialized on a plaque displayed in the front lobby of police headquarters.

### **3.6.5 Citizen Recognition Policy**

The effective investigation, prosecution, and reduction of crime cannot be accomplished by the police without the support and cooperation of the citizens whom they serve. Each citizen must recognize his or her obligation to the community and the shared responsibility for its welfare. The department seeks to further the acceptance of these duties through recognition of those citizens whose actions have contributed to the apprehension of criminals, prevention of crime, or the safety of the community.

Recommendations for citizen's awards can be made by any officer on behalf of a citizen on NPD Form #051. Recommendations for citizen's awards shall be forwarded to the appropriate division's Deputy Chief who will evaluate the recommendation and forward his/her findings to the Chief of Police.

The Chief of Police and the Board of Police Commissioners shall determine whether or not to grant an award to the citizen. Citizen awards will be in the form of either a letter or certificate from the Board of Police Commissioners depending upon the circumstances of the event. A citizen receiving an award certificate will receive it from the Chief of Police or his designee.

### **3.6.6 Training as a Function of Discipline**

The Training and Recruitment Division is responsible for developing and administering in-service training for Police Department employees designed to further their knowledge and understanding of proper and effective police methods and techniques. The training should foster positive and constructive techniques for improving employee productivity, effectiveness, and morale. The department may mandate remedial training for employees found to be deficient in some necessary skills. On occasion, the Chief of Police may require an employee to receive such remedial training as a disciplinary measure.

### **3.6.7 Administration of Discipline**

Pursuant to Article 19 of the Collective Bargaining Agreement by and between the City of Norwalk and the Norwalk Police Union Local 1727, the Chief of Police shall be responsible for administering discipline for all regular members of the police department.

Discipline will generally be administered in a progressive fashion. The following factors will be taken into consideration in the administration of discipline:

- seriousness of the incident
- circumstances surrounding the incident
- employee's past disciplinary record
- employee's past work performance
- overall negative impact on the organization that the incident has caused
- prognosis for future similar problems
- length of service with the department

If an allegation of a serious nature is made against an officer, the Chief of Police may place that officer on paid administrative leave pending the outcome of a disciplinary hearing.

The following disciplinary actions are available to the Chief of Police and/or the Board of Police Commissioners if it is determined that discipline is appropriate:

- A. Counseling/Training - if the employee misconduct is minor, consisting of only a minor procedural mistake or inappropriate judgment, employees as a general rule will be counseled or given appropriate training. Counseling/training will be noted in the employee's personnel file.
- B. Written Reprimand - if the employee misconduct is serious or is part of a continuing pattern of behavior involving repeated minor misconduct or mistakes, employees as a general rule will be reprimanded. Reprimands will contain charges (what rules have been violated) and specifications (description of the conduct that constituted the rule violation). Reprimands will be part of an employee's personnel file.
- C. Revocation of Vacation Time/Suspensions - if the employee misconduct is very serious or is part of a continuing pattern of behavior involving repeated serious misconduct, the Chief of Police may revoke earned vacation time or impose suspension pursuant to contractual provisions.
- D. Demotion - if the employee accused of misconduct is above the rank of patrol officer, and the offense is such that it significantly impedes the officer's ability to continue functioning at that officer's current rank, the Chief of Police may impose a demotion pursuant to contractual provisions.
- E. Dismissal - if the employee misconduct is so serious that continued employment is no longer appropriate or is part of a continuing pattern of behavior involving repeated serious or very serious misconduct; employees may be dismissed pursuant to contractual provisions.

### **3.6.8 Disciplinary Hearings**

Prior to the imposition of any discipline by the Chief of Police, the accused officer, along with a representative of the Norwalk Police Union will be given the opportunity to appear before the Chief of Police for a pre-disciplinary hearing. Such hearing shall be informal and its purpose shall be to respond to charges brought against him or her and to put forth any additional information that should be considered prior to the imposition of discipline.

### **3.6.9 Restrictions During Suspensions**

When a sworn police officer is suspended, the officer may be required to turn in all departmental weapons, badges and police identification cards. Officers under suspension may be ordered not to represent themselves as nor exercise the power of police officers. These restrictions will be determined by the Chief of Police or his designee.

### **3.6.10 Supervisory Role in Discipline**

In the disciplinary process, the role of the supervisor is:

1. To observe the conduct and appearance of officers and detect those instances when commendations or disciplinary actions are warranted.
2. To take immediate corrective actions when appropriate regarding the behavior or performance of a subordinate.

3. To make recommendations on training needs or deficiencies in an effort to improve employee performance.

Subject to the provisions of the Norwalk Department of Police Service Manual Section 3.9(d) and Directive 2.8.15, supervisors have the power of suspension should urgent conditions warrant such action.

### **3.6.11 Termination Notice**

If an investigation of employee misconduct results in termination, the employee shall receive written notice which includes the following information:

- reason for termination (charges and specifications)
- effective date of termination
- status of fringe and retirement benefits after termination
- content of the officer's personnel file relative to the termination

This section does not apply to entry-level probationary employees.

### **3.6.12 Allegation Findings**

The outcome of each allegation of employee misconduct or malfeasance which may form the basis for an internal investigation, will be classified in one of the following categories:

1. Sustained - the accused employee committed all or part of the alleged acts of misconduct.
2. Not sustained - the investigation produced insufficient information to prove or disprove the allegation.
3. Exonerated – the investigation determined by a preponderance of the evidence that misconduct or malfeasance was committed, but not by the subject of the investigation.
4. Unfounded - the investigation determined by a preponderance of the evidence that misconduct or malfeasance complained of did not occur.
5. Misconduct not based on original complaint - the investigation determined by a preponderance of the evidence that other misconduct or malfeasance which was not the basis for the original investigation occurred, was discovered during the course of the original investigation and was committed by the subject of the investigation.
6. Withdrawn – at some point prior to the completion of the investigation, the complainant notified the agency that he/she wished the investigation to be discontinued and concurrence for this action was obtained from the Chief of Police.
7. Summary Action – disciplinary action in the form of an oral reprimand or counseling, documented in writing, was taken by an employee's supervisor or commander for minor violations of department rules, policies, or procedures as defined by this agency. Summary actions are the lowest level of disciplinary action or remediation.
8. Reconciled – at the discretion of the Chief of Police, the process of reconciliation may be encouraged in lieu of any of the above dispositions. When authorized by the Chief of Police,

supervisors receiving complaints shall to the extent possible, bring together the complainant and the officer or employee involved in minor violations and attempt reconciliation. This may be used where the complaint is from a misunderstanding on the part of the affected officer, employee, or the complainant. Reconciliation may be employed for complaints of a minor nature that do not reflect:

- A. Discredit upon the agency
- B. Discredit upon the involved employee
- C. Commission of a criminal offense; or
- D. Allegation of racism, bigotry, or prejudice against any race, religion, creed, national origin, sexual orientation, or circumstances beyond the individual's control.

Reconciliation must be documented through the chain of command to the Chief of Police or his designee. Reconciliation does not preclude further corrective action on the part of the agency.

### **3.6.13 Disciplinary Records**

Documentation regarding disciplinary action such as suspension or written reprimand charges and specifications will be entered in the concerned employee's personnel file. Any documentation relating to the circumstances of an internal investigation will not be placed in the file, but remain with the Professional Standards Division files pursuant to Directive 2.8.10. All files will be purged according to the State of Connecticut Records Retention Schedule M7.

Employees may review their personnel files by contacting the Chief's secretary. No documents may be removed from the personnel files by anyone except with the permission of the Chief of Police and according to law.

### **3.6.14 Disciplinary Appeals**

Appeals regarding disciplinary matters shall be handled according to the applicable collective bargaining agreement.

### **3.6.15 Harassment**

Sexual harassment or any other form of unlawful harassment by a supervisor to a subordinate employee or by any employee to another employee is prohibited by law and by the City of Norwalk's policy prohibiting sexual harassment with respect to any City Employee.

Sexual harassment is defined in Connecticut General Statute 46a-60 as any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Any employee who feels he or she has been harassed in any unlawful form should report the situation directly to their supervisor. If the supervisor is the subject of the harassment complaint, the affected employee may bypass the normal chain of command for the purposes of reporting the alleged violation and report such conduct to their division commander, directly to their respective

Deputy Chief, or the Chief of Police. In addition, employees may also report such alleged conduct to the Director of Personnel and Labor Relations. All reports will be investigated and appropriate action will be taken. All reports, complaints, or inquiries will be handled in a confidential manner.

Individuals who engage in acts of unlawful harassment may also be subject to civil and criminal penalties in addition to any departmental sanctions that may or may not be imposed.

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#### **3.7 RECRUITMENT**

##### **3.7.1 Recruitment Responsibility**

The commanding officer of the Training and Recruitment Division is responsible for managing the department's recruitment efforts. This responsibility shall include:

- attracting qualified candidates
- coordinating entry level testing
- interacting with the City of Norwalk Personnel and Labor Relations Department
- conduct a documented annual analysis of the Recruitment Plan to include progress toward objectives and revisions as needed, that is reviewed by the Chief of Police.

##### **3.7.2 Recruitment Program**

The purpose of the Norwalk Department of Police Service recruitment program is to identify and employ the best-qualified candidates available, and not merely eliminate the least qualified.

When entry-level vacancies exist, (or it is anticipated by the Police Commission that vacancies will exist) within the department, subject to the availability of funds for such position(s), the Chief of Police will direct the Training and Recruitment Division to initiate recruitment efforts. Recruitment efforts may include but not be limited to:

- notifying all agency personnel of active recruitment
- notifying local media of recruitment
- participating in job fairs at local schools and institutions
- posting job announcements at various municipal and private service agencies announcing position openings
- visiting educational institutions and community organizations to recruit on-site

In addition, the commanding officer of the Training and Recruitment Division shall coordinate with the City of Norwalk Personnel and Labor Relations Department for assistance with distributing recruitment literature, referrals, and posting job announcements.

The commanding officer of the Training and Recruitment Division shall seek recruitment assistance, referrals and advice from various community organizations and key leaders. When recruitment efforts begin, the commanding officer of the Training and Recruitment Division shall send a letter to such organizations and leaders asking for their assistance. Such assistance may include posting recruitment announcements, distributing recruitment literature and forwarding referrals.

The Chief of Police may temporarily assign additional personnel to the Training and Recruitment Division for the purpose of recruitment. In addition to or in lieu of their regular assignments, the Chief of Police may involve particular officers in recruitment activities. Whenever possible, such personnel shall reflect the diverse makeup of the department.

### **3.7.3 Training for Recruiting Personnel**

The commanding officer of the Training and Recruitment Division shall ensure that the personnel assigned to recruiting efforts receive training or are provided information in the following areas:

- knowledge of Equal Employment Opportunity laws and policies
- City of Norwalk Affirmative Action plan
- agency career opportunities, salary, benefits, etc.
- federal and state compliance guidelines including the Americans with Disabilities Act
- the community and its needs (including demographic data, community organizations, educational institutions, etc.)
- cultural awareness and understanding of different groups
- techniques of informal record keeping systems for candidate tracking
- characteristics that may disqualify candidates



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#### **3.8 SELECTION**

##### **3.8.1 Selection Process**

The selection process shall be established by the Norwalk Board of Police Commissioners, which may opt to use a private testing service to provide certain components for the candidate selection process. Upon application, candidates will be provided an informational packet, which includes:

- a description of the selection process
- a description of the types of tests administered
- a list of areas from which polygraph questions will be drawn
- expected duration of selection process
- the conditions and procedures for re-application, re-testing and re-evaluation
- selection criteria as established by the Police Commission

The selection process shall use only those tests and/or components that have been documented as job related base on a job task analysis conducted by the testing agency.

##### **3.8.2 Administration of Selection Process**

Pursuant to Section 1-297 of the Norwalk City Code, the Board of Police Commissioners shall have the authority to select and appoint all officers and members of the Norwalk Department of Police Service. The Board of Police Commissioners shall determine the manner and type of selection process to be utilized consistent with applicable Collective Bargaining Agreements and law.

The commanding officer of the Training and Recruitment Division shall be responsible for administering and/or coordinating the selection process to include:

- recruiting applicants
- preparing and updating a selection manual
- testing applicants
- background investigations

Whether rendered by the Norwalk Board of Police Commissioners, members of the department, or private vendors, all elements of the selection process shall be administered, scored, evaluated and interpreted in a uniform manner.

The Norwalk Board of Police Commissioners shall have the sole authority to establish selection criteria and the process for selection of the Chief of Police.

### **3.8.3 Measuring Adverse Impact**

Every effort shall be made to minimize any adverse impact in the selection process. To ensure minimal adverse impact, a statistical analysis of selection rates for various groups may be conducted.

### **3.8.4 Storage and Disposal of Selection Material**

The commanding officer of the Training and Recruitment Division shall be responsible for securely storing any and all selection material held by the Department. In general, such material shall be stored in locked files. Access shall be limited to those persons needing access for selection-related purposes such as background investigations. Any selection materials to be destroyed shall be done consistent with applicable laws and shall be done by shredding.

Records of candidates who have not been appointed to probationary status shall be securely maintained by the commanding officer of the Training and Recruitment Division. Such records shall be maintained and released pursuant to law.

Any records and data used to monitor any adverse impact shall be maintained on file with the Training and Recruitment Division or the private vendor providing such services.

Any private testing agency maintaining selection materials must agree to store such material in a secure manner, and limit access to only to persons having a legitimate purpose according to law.

### **3.8.5 Background Investigations**

Regardless of any background investigations conducted by outside testing agencies, the commanding officer of the Training and Recruitment Division shall ensure that a thorough background investigation is done on a potential candidate by members of the Norwalk Department of Police Service. Background investigations shall be completed prior to the selection interview with the Norwalk Board of Police Commissioners.

Only sworn officers of the Norwalk Department of Police Service shall conduct candidate background investigations. Personnel conducting such investigations may be temporarily assigned by the Chief of Police to the Training and Recruitment Division. Such personnel shall be trained in collecting personal data and interviewing persons in matters of a confidential nature.

Background investigations shall be conducted by various means including but not limited to:

- compilation of various records and data, which may include school transcripts, employment history, motor vehicle history, criminal records check, citizenship status, etc.
- verification of qualifying credentials
- interviews with at least three persons who have knowledge of the candidate such as: former employers, teachers, neighbors, co-workers, landlords, etc.
- a review of State and National **de-certification** databases and registries as applies to law enforcement certification(s) and/or licenses, such as but not limited to, P.O.S.T. entities and the *"National Decertification Index"*.
- investigation of other aspects of the candidate as appropriate

Information obtained from background investigations shall be maintained for a period of at least five years. If a candidate is appointed to probationary status, the background information shall become part of the individual's personnel file.

### **3.8.6 Notification of Employment Decision/Re-Application Process**

Candidates, who have completed all phases of entry level testing, including an interview by the Board of Police Commissioners shall be informed in writing of the decision about appointment to probationary status.

Candidates not appointed to probationary status based upon a single aspect of the testing phase shall be informed in writing of the specific reason for not being appointed. Such notifications shall be made within 30 days of the completion of testing.

Candidates, who have completed all phases of the testing process but have not been appointed to probationary status, shall be eligible to reapply for employment. Upon re-application, the candidate may be required to submit to re-testing but in any event shall be required to be re-interviewed by the Board of Police Commissioners. If the time span between original application and re-application is greater than six months, a follow up background investigation shall be conducted to gather any new information since the original application.

### **3.8.7 Psychological, Medical and Polygraph Testing**

Psychological evaluation, physical fitness, medical examination and polygraph testing shall be included as part of the selection process. Such tests shall be administered by outside person or agencies using valid, useful and nondiscriminatory procedures and qualified professionals to administer such tests. Results of polygraph examinations shall not be used as the single determinant of employment status.

All such tests shall be administered pursuant to applicable laws and Police Officer Standards and Training Council (P.O.S.T.) requirements.



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#### **3.9 TRAINING**

##### **3.9.1 Training Function and Responsibility**

The commanding officer of the Training and Recruitment Division responsible for the training function in the Norwalk Department of Police Service. Training activities include:

- planning, developing, implementing and administering training programs
- notifying personnel of required training assignments and ensuring they attend.
- notifying personnel of available training programs
- maintaining training records
- evaluating and coordinating training programs
- selecting instructors

All training and training-related activities shall be coordinated through the commanding officer of Training and Recruitment.

##### **3.9.2 Evaluation and Assessment of Training Program**

The commanding officer of Training and Recruitment shall annually review the training program for the Norwalk Department of Police Service. This review should be conducted along with preparing the budget for the training program. During this review, the commanding officer of Training and Recruitment shall:

- review new laws, court decisions and departmental directives that may impact upon training requirements
- identify any problems associated with facilities, materials, or scheduling
- communicate with other commanding officers to determine any special training needs for members of their divisions or units
- review and evaluate the number of employees trained, and the extent of such training
- consider employee feedback provided from course evaluation forms

The commanding officer of Training and Recruitment shall take appropriate steps to revise agency training programs as necessary.

##### **3.9.3 Training Program Development**

There are various resources available to assist the commanding officer of Training and Recruitment in developing training programs. Such resources include:

- job-task analysis
- inspections reports
- staff reports and/or meetings
- consultations with field personnel and field observations
- training evaluations (filled out by previous attendees)
- internal affairs investigations reports

- participation and approval by the Chief of Police
- input from supervisory personnel
- input from community sources

When appropriate, the commanding officer of Training and Recruitment shall utilize such information in developing various training programs.

#### **3.9.4 Attendance**

Most training assignments for members of this department are mandatory. Employees will be notified in writing of mandatory training assignments by the Training and Recruitment Division through their supervisors. Officers shall initial the training notice, verifying that they have been notified. Supervisors shall sign off on the initialed training notice and return it to the Training and Recruitment Division.

If an employee is notified of a mandatory training assignment and has a previously scheduled court appearance, vacation day, or other time off, the employee shall immediately notify the Training and Recruitment Division so that the training assignment can be re-scheduled.

Mandatory scheduled training assignments shall be considered an order to duty. Attendees shall be compensated pursuant to the collective bargaining agreement. Officers unable to attend training assignments due to illness, death in the family, or other emergencies, shall call the Training and Recruitment Division prior to the start of the training program or class and notify a member of that division, or leave a message on the answering machine.

Supervisors will not authorize vacation days once an employee has been notified of a training assignment.

Instructors shall take attendance at all training sessions, and forward the attendance sheets to the Training and Recruitment Division. Such attendance shall be documented in the employee's training file.

Employees who fail to attend a scheduled training must submit a written report to the Training and Recruitment Division commander indicating the reason for absence. The Training and Recruitment Division will attempt to reschedule missed training, depending upon the program and the availability of make up sessions.

#### **3.9.5 Reimbursement for Expenses Incurred During Training**

Occasionally, employees may be authorized to attend training programs outside the State of Connecticut. Such authorization must be from the Chief of Police. If an employee attends out of state training, the Chief of Police shall determine the appropriate reimbursements, depending upon the training assignment, location, and duration.

Whenever a training assignment is scheduled for a location other than Norwalk Police Headquarters, the Training and Recruitment Division shall attempt to provide a department vehicle for transportation. On occasion however, it may be necessary for the employee to use his or her own vehicle. Prior to using a personal vehicle for transportation to training assignments, employees must receive permission or notification from the commanding officer of Training and Recruitment.

Employees who use their personal vehicles to attend training programs shall be reimbursed pursuant to the Collective Bargaining Agreement. This reimbursement shall not apply to training sessions at

Norwalk Police HQ or at other locations that are equal or less distant than from the employee's home to Norwalk Police HQ.

### **3.9.6 Training Resources**

In order to provide quality instruction to members of this department, the Training and Recruitment Division shall investigate various means to provide such instruction. Methods of providing such instruction include both public and private organizations. Such organizations include but are not limited to:

#### **City Agencies**

- Law Department
- Health Department
- Fire Department
- Human Relations Commission

#### **Criminal Justice Agencies**

- States Attorney's Office
- Juvenile Court personnel
- Other Police or Law Enforcement agencies
- FBI
- DEA
- ATF
- State Department of Environmental Protection
- Liquor Control Commission

#### **Other Public Resources**

- Norwalk Hospital Staff
- Norwalk Hospital Emergency Medical Services
- American Red Cross
- Social Service agencies

#### **Private Businesses or groups**

- Local business persons with expertise in a particular area
- Private training vendors

The Training and Recruitment Division shall ensure that instructors from outside organizations meet criteria as established by the P.O.S.T. Council and/or the Norwalk Department of Police Service. In addition, provisional instructor certifications will be sought through the P.O.S.T. Council when appropriate or necessary.

When feasible or appropriate, the Training and Recruitment Division will cooperate with other criminal justice agencies in providing training to members of this department. In addition, the commanding officer of Training and Recruitment may:

- authorize personnel from other agencies to attend training sessions held by this department
- provide instructors from this department to present training sessions to personnel of other agencies or jurisdictions

- authorize participation in regional training sessions
- maintain a liaison with the Fairfield County Police Training Officer's Association

### **3.9.7 Regional or Statewide Training Associations**

This department shall participate as a member of the Fairfield County Police Training Officer's Association as established by the Fairfield County Chief's of Police Association. Members of the Training and Recruitment Division may seek office in this association. Fees for departmental affiliation in this association shall be paid from the Training and Recruitment Division account. The Chief of Police may terminate affiliation with this association at any time.

### **3.9.8 Training Facilities and Equipment**

Most training programs for members of this department will be held in the classroom facility at Norwalk Police Headquarters. Use of the classroom facility shall be coordinated and approved by the commanding officer of Training and Recruitment. In addition, other facilities may be used for training purposes depending upon the type of training and number of attendees. These facilities include:

- Police Commission meeting room (police headquarters)
- line up room (police headquarters)
- City Hall Community Room (schedule use through City Hall)
- Norwalk National Guard Armory (schedule use through C.O. of armory)
- Board of Education facilities (schedule use through Board of Education)
- Norwalk Hospital classroom and training facilities (schedule use through EMS personnel)

The commanding officer of Training and Recruitment shall procure and maintain the necessary teaching aids (such as audio/visual equipment, chalkboards, easels, etc.) for use during training sessions. Instructors presenting training programs shall notify the Training and Recruitment Division in advance of their needs for program presentation.

### **3.9.9 Lesson Plans and Performance Objectives**

Instruction provided to members of this department shall be based upon performance objectives which:

- focus on the elements of the job task analysis for which training is needed
- provide clear statements of what is to be learned
- provide a basis for evaluating participants
- provide a basis for evaluating the effectiveness of the training
- conform with required training by law

Members of the Norwalk Department of Police Service who provide instruction to police personnel are responsible for developing a lesson plan. Lesson plans must include at a minimum:

- a statement of performance objectives
- method of instruction (i.e., conferences, field experiences, presentations, problem investigations, simulations)
- method of evaluation of participants

Lesson plans shall be prepared in a format prescribed by the commanding officer of Training and Recruitment, and shall be retained along with related records for a minimum amount of time as



mandated by applicable laws and referenced in the State of Connecticut Records Retention Schedule.

Prior to presenting training programs, instructors must submit their prepared lesson plan to the commanding officer of Training and Recruitment for approval. The commanding officer of Training and Recruitment shall review the lesson plan. The commanding officer shall either approve and initial the lesson plan or recommend changes to gain approval.

### **3.9.10 Testing**

Many training sessions lend themselves to a testing phase in order to evaluate learned skills and/or information. Whenever possible or appropriate, instructors should issue tests as a part of training. Testing may include pre-test/post-test, practical skill demonstration, or a combination of these. Prior to administering any tests, instructors shall determine the appropriate score or practical application considered to be a passing grade. Such score or demonstrated ability shall be described in the lesson plan. Instructors shall forward the name of any participant who does not achieve a passing test score to the commanding officer of Training and Recruitment.

### **3.9.11 Remedial Training**

Remedial training is “personalized training to correct a specific deficiency”, which is usually identified by one of the following:

- testing or other evaluation during training
- by a supervisor’s observing or evaluating a person during routine job performance
- pursuant to Directive 3.6.6 (disciplinary procedures)

When an employee has been identified as needing remedial training, he/she will be given the remedial training at the earliest opportune time by one or more of the following:

- through Norwalk Department of Police Service in-service training
- assignment or reassignment to a field training officer
- enrollment in a training course sponsored by another agency, department or group such as the Police Officer Standards and Training Council

When a supervisor has identified that an employee is in need of remedial training, the supervisor shall forward a report to their commanding officer indicating the deficiency along with any supporting documentation. The supervisor shall also forward a recommended course of instruction to correct the deficiency along with any other corrective measures that might be taken.

After review, the commanding officer shall determine the appropriate course of action and if appropriate, forward their recommendations to the Chief of Police, who may direct the commanding officer of Training and Recruitment to schedule the employee for a training class to correct the deficiency.

Remedial firearms training shall be conducted pursuant to Directive 11.1.12.

### **3.9.12 Employee Training Records**

The commanding officer of Training and Recruitment is responsible for maintaining and updating training records for all members of the Norwalk Department of Police Service. Training records shall be kept in individual employee files located in the Training office. Personnel from the Training and

Recruitment Division shall record data provided from instructors of training classes. Training records shall include at a minimum:

- date, time, and location of training
- type of training and course name
- verification of attendance
- any certificates received
- test scores
- review credit hours received through the P.O.S.T. Council

In addition, the commanding officer of each division is responsible for maintaining a training log for training sessions conducted during line-up or on an individual basis at the division, platoon or unit level.

### **3.9.13 Training Class Records**

The Training and Recruitment Division shall maintain records of training classes given. Such records shall include at a minimum:

- course content (lesson plans)
- names of department attendees
- name of instructor
- performance of individual attendees as measured by tests (if any)

Training records may be maintained by a computerized file system.

### **3.9.14 Release and Review of Training Records**

Members of the Norwalk Department of Police Service may review their individual training files by making arrangements through the commanding officer of the Training and Recruitment Unit.

Training records may be released to persons outside the Norwalk Department of Police Service only by:

- the Chief of Police
- the Corporation Counsel's Office, City of Norwalk
- subpoena or court order
- as otherwise required by law

The commanding officer of Training and Recruitment shall allow access to department training records for the purposes of inspection by the Professional Standards Division and the Police Officer Standards and Training Council.

### **3.9.15 Police Officer's Standards and Training/Municipal Police Academy**

The Norwalk Department of Police Service coordinates with the Police Officer Standards and Training Council (P.O.S.T.) for training probationary officers and in providing certain in-service or specialized training classes offered at the Police Academy. The Norwalk Department of Police Service shall abide by Sections 7-294 of the Connecticut General Statutes and other regulations as adopted from time to time by the P.O.S.T. Council.

The commanding officer of Training and Recruitment shall maintain a liaison with P.O.S.T. staff and administrative members. All communications regarding training sessions, academy classes, etc. shall be forwarded to the commanding officer of the Training and Recruitment Division.

The commanding officer of Training and Recruitment may provide input into classes or curriculum offered at the Police Academy. This is done during informal discussion with Academy staff, formal communications, or through questionnaires issued from time to time by the Police Academy.

On occasion, the P.O.S.T. Council may request use of instructors from the Norwalk Department of Police Service to teach or participate in training classes for probationary or in-service personnel. The commanding officer of Training and Recruitment may provide instructors from this department for participation as instructors or in field exercises.

As part of P.O.S.T. procedures, all new recruit personnel are issued an orientation handbook(s) at the time academy training commences.

The City of Norwalk shall assume all legal, customary and contractual obligations for employees participating in outside training programs sponsored or authorized by the Norwalk Department of Police Service. This shall include training sessions given at the Police Officers Standards and Training Council Academy.

### **3.9.16 Instructors**

The Norwalk Department of Police Service shall use police instructors who have been certified by the P.O.S.T. Council pursuant to regulations established by Section 7-294d of the Connecticut General Statutes. The commanding officer of Training and Recruitment shall seek provisional instructor certifications when appropriate. Civilian instructors shall submit a résumé or other documentation to support the request for certification.

To achieve certified status, all police instructors must attend an instructor development course approved or sponsored by the P.O.S.T. The commanding officer of Training and Recruitment (in consultation with the Chief of Police) shall select the officers to attend the instructor's class, and subsequently serve as police instructors. The decision to send an officer to instructor development class shall be based upon:

- the particular needs of the department for an instructor in a particular area
- any special skills, abilities or expertise in a particular field of law enforcement or related subject
- the officer's experience, education or training
- other criteria which may be appropriate such as rank or seniority

Certified instructors must seek re-certification pursuant to P.O.S.T. regulations. Certified instructors may continue to seek re-certification with the approval of the commanding officer of Training and Recruitment.

### **3.9.17 Outside Instructors**

Occasionally, due to the nature of the training class, or the unavailability of Norwalk Department of Police Service instructors, it may be necessary or beneficial to employ an outside instructor.

The commanding officer of Training and Recruitment shall select outside instructors (whether from other law enforcement agencies, other public agencies, or the private sector) on the basis of their expertise, training, and experience as well as on their ability to provide quality instruction.

The outside instructor will provide a lesson plan and any other pertinent documentation to the commanding officer of Training and Recruitment.

Compensation (if any) for the outside instructor will be agreed upon by the Norwalk Department of Police Service and the instructor prior to the beginning of the training. Payments will be in accordance with departmental and city purchasing procedures.

Outside instructors will be under the supervision of the commanding officer of Training and Recruitment.

### **3.9.18 Recruit Training (general)**

Recruits shall be trained at a police academy approved and certified by the P.O.S.T. Council pursuant to Connecticut General Statutes. Recruits must receive and successfully complete academy training prior to being assigned in a capacity in which the recruit is allowed to carry a firearm or in a position to make an arrest, except as part of a formal field training program.

A probationary officer who fails to complete police certification requirements pursuant to Connecticut General Statute 7-294d may be terminated.

The curriculum for recruit training is established by the P.O.S.T. Council pursuant to statute.

### **3.9.19 Departmental Recruit Training**

The Training and Recruitment Division shall be responsible for orienting a probationary employee with applicable rules and regulations prior to attending the police academy. In addition, the Training and Recruitment Division will ensure that the probationary officer is a documented City employee, receives a copy of the applicable Collective Bargaining Agreement, and files any forms or paperwork necessary for record-keeping purposes.

### **3.9.20 Field Training Program**

The commanding officer of Training and Recruitment is responsible for administering the field training program. Probationary officers will enter the field-training program upon completion of the instruction at the P.O.S.T. academy. If the probationary officer is seeking lateral or comparative certification, the field training program may be run concurrently with completing P.O.S.T. certification requirement.

The initial phase of field training will be a minimum of 40 hours of classroom instruction. Such instruction will include:

- police manual
- departmental directives
- collective bargaining agreement
- other applicable rules, regulations, general orders, etc.
- overview and orientation of city agencies and services
- accreditation training within thirty days after their employment begins or within thirty days after completing P.O.S.T. academy training

#### **Duration of field training**

Field training lasts for a minimum period of ten weeks. However, the duration of field training may be increased depending upon the progress of the probationary officer, the Field Training Officer's

evaluations, and the assessment of field supervisors. Additionally, field training may be as little as four weeks depending upon the probationary officer's previous training or experience, the evaluations from the Field Training Officer, and the assessment of field supervisors.

### **Selection of Field Training Officers (FTO)**

Field Training Officers shall be selected by the commanding officer of Training and Recruitment in consultation with the Chief of Police. When seeking new FTO's, the commanding officer of Training and Recruitment shall seek input and recommendations from the patrol division commanding officer.

FTO's are selected based upon their reputation, accomplishments, experience and performance as members of the Norwalk Department of Police Service. An attempt is made to identify those officers who are consistently productive, have a good demeanor, expansive law enforcement training record, and good oral and written communications skills. Additionally, FTO's must be completely familiar with the operational policies and procedures of the Norwalk Department of Police Service. He/she must have exhibited adequate skills, knowledge and ability to perform the tasks that will be taught to the probationary officer. Knowing that initial impressions that the probationary officer receives will be long lasting, the FTO must have exhibited a positive attitude toward his/her job and law enforcement profession. The FTO must also be enthusiastic, able to instill confidence into the probationary officer, and provide a means for the employee to motivate him/her self to seek the best possible results from the field training program.

### **Supervision of Field Training Officers**

The first line supervisor of the shift to which the FTO is assigned is responsible for supervising the Field Training Officer. The commanding officer of Training and Recruitment shall have staff authority over the Field Training Officer in administrative and logistical matters concerning the field training program.

### **Training of Field Training Officers**

Prior to assignment as an FTO, the commanding officer of Training and Recruitment shall provide training regarding the field training program. The areas to be covered during this training include:

- the program objectives
- the areas to be addressed during the field training period
- the method of evaluating the probationary officer
- rating forms

Occasionally, P.O.S.T. offers a 40 hour in-service training course for Field Training Officers. When available and appropriate, the commanding officer of Training and Recruitment may send an officer who has acted or will be acting as an FTO to this course.

### **Rotation of field assignments**

Probationary officers are assigned to the patrol division during their field training period. During this time, the commanding officer of Training and Recruitment shall coordinate the probationary officer's training so that the probationary officers receive training in the area of communications and as holding facility officer.

Probationary officers may be rotated among the three patrol shifts and different Field Training Officers.

## **Evaluation of probationary officers by FTO's/Reporting**

Field Training Officers evaluate probationary officers daily on the subject matter or tasks performed during the 8 hour shift. The Training and Recruitment Division shall provide evaluation forms for this purpose. The FTO shall evaluate how well the new employee performed a task or understood instruction in the area evaluated.

Recruits will be evaluated based upon a job task analysis of the most frequent assignments of officers who complete recruit training. The Training and Recruitment Division shall develop evaluation forms and techniques designed to measure competency in the required skills, knowledge and abilities.

The FTO shall review the daily evaluation sheet with the probationary officer. Both officers will sign the form and forward it to the commanding officer of Training and Recruitment.

At the completion of the scheduled field training period, the FTO shall submit a final report of the probationary officer's performance. This report shall be used to assist in determining if the probationary officer is prepared for full duty, or should receive additional time in the field training program.

The commanding officer of the Training and Recruitment Unit may request other reports from field supervisors regarding the performance of probationary officers.

### **3.9.21 In-Service Review Training**

Pursuant to Section 7-294 of the Connecticut General Statutes, police officer certifications must be renewed every three years. The Norwalk Department of Police Service shall provide in-service review training to all sworn members of the department to satisfy those requirements. Individual officers are responsible for knowing their certification expiration dates and ensuring that they receive the required review training.

In addition to review training, all sworn members are required to complete annual training in the following areas:

- Firearm training/re-qualification
- Electronic Control device training/proficiency
- Legal Updates
- "All Hazards" plan for affected personnel

All personnel will have training in Ethics at least biennially.

In addition to required review credit and annual training, the Training and Recruitment Division shall conduct other training classes as determined by the commanding officer of Training and Recruitment. In service training shall be in the form of:

- in-service training classes
- specialized training
- advanced training classes
- roll-call training

### **3.9.22 Roll Call Training**

Roll call training is used to keep officers up to date between regular in-service training sessions. Roll call training may be conducted by supervisors conducting line-up, another officer with a particular expertise, or through coordination with the Training and Recruitment Division. Roll-call training is generally short in duration (5-15 minutes) and used to demonstrate or present material that should be disseminated in a timely fashion. In addition, roll call training is used for reviewing new or revised departmental directives.

Those conducting roll call training may use various methods of instruction including but not limited to; lecture, handouts, videotape, and practical exercises. The supervisor conducting or overseeing roll-call training shall keep a record of the persons receiving such training along with the dates and type of training received. This information shall be maintained in the divisional training record book.

Roll call training shall be evaluated upon verbal or written feedback from those officers receiving the training. Members conducting roll call training shall solicit such comments along with recommendations for topics to be addressed in roll call training.

Roll call training should be participatory in nature with supervisors and officers strongly encouraged to participate in discussions that may occur.

### **3.9.23 Specialized Training**

A specialized function is an activity for which skills are required in addition to the skills, knowledge and abilities gained in recruit or other in-service training. Certain positions in the Norwalk Department of Police Service require specialized training prior to beginning the assignment (or as soon as practical thereafter).

Such positions are:

- Holding Facility Officer
- Supervisor
- Detective
- Communications Officer
- Canine Officer
- Community Police Officer
- Mountain Bike Officer
- Marine Officer
- Motorcycle Officer
- ESU member
- SCUBA team member
- Field Training Officer
- Police Instructor
- D.A.R.E. Officer
- Special Services Unit member
- School Resource Officer
- Segway Officer
- Accreditation Manager
- C.I.T. Officer

Officers filling the above positions shall be given specialized training, which includes but is not limited to:

- the development or enhancement of the skills, knowledge and abilities particular to the specialization
- management, administration supervision, personnel policies, and support services of the function or component
- performance standards of the specialized position
- Norwalk Department of Police Service policies, procedures, rules and regulations specifically related to the specialized position
- supervised on-the-job training

The commanding officer of Training and Recruitment shall coordinate the appropriate training to be received depending upon the position being filled and the availability of such training.

When specialized training was not given prior to the assignment to a specialized position, the training will begin within 30 days of the assignment, with the exception of canine officers who must complete specialized training prior to the assumption of duties and Accreditation Managers, who must receive the specialized training within one year of assignment to the position.

### **3.9.24 Advanced Training**

Norwalk Department of Police Service personnel may be enrolled in advance training sessions in order to further the operational and management skills of officers, supervisors, and managers. Advanced training is generally conducted by outside agencies such as the Police Officers Standards and Training Academy, private organizations, or other law enforcement agencies.

Employees who wish to be considered for advanced training shall submit their requests to the commanding officer of Training and Recruitment through the chain of command. The request will be evaluated in terms of available funding and appropriateness of the training course and forwarded to the Chief of Police with a recommendation.

The selection of employees to attend advanced training is based upon:

- competency displayed by the individual employee in regards to the task requiring the advanced training
- recommendations by the employee's supervisor
- needs of the Norwalk Department of Police Service
- the approval of the Chief of Police

The Chief of Police shall determine who will be recommended for advance training sessions such as the FBI National Academy, Northwestern University Traffic Institute (NUTI), or Institute of Police Traffic Management (IPTM).

Prior to receiving advanced training such as the FBI National Academy, NUTI or IPTM, the City may require the attendee to enter into a written agreement regarding job status and duties upon return from such training.

### **3.9.25 Civilian Training**

All newly appointed civilian employees shall receive the following training and/or orientation upon their appointment:



- responsibilities and rights of employees
- orientation to the role, purpose, goals, policies and procedures of the Norwalk Department of Police Service
- working conditions and regulations
- copies of departmental directives
- directive and accreditation training
- City of Norwalk Harassment in the Workplace Policy
- The Norwalk Code of Ethics

In addition, certain civilian positions in the Norwalk Department of Police Service require specialized training prior to assuming the full duties of the position. Such positions are:

- school crossing guard
- dispatcher
- animal control officer

The commanding officer of Training and Recruitment in conjunction with the commanding officers of the affected division(s) will ensure that persons assigned to such positions received the required or necessary training prior to assuming full job responsibilities.

### **3.9.26 Annual Retraining for Civilian Employees**

The Administrative Manager shall ensure that civilian employees receive annual review training. Such training shall be done in cooperation with the Training and Recruitment Division. The training will be designed to update civilian employees on skills and information to increase their knowledge and effectiveness in their job responsibilities. The training shall also include an update and review of new departmental directives, procedures and ethics.

### **3.9.27 Training and Safety Committee**

The Training and Safety Committee shall be comprised of the Deputy Chief of Administration, the commander of the Training and Recruitment Division, the Administrative Manager, and the commander of Professional Standards, or their designees. The committee shall be an adjunct committee, ultimately reporting to the Chief of Police. The committee may be augmented by other personnel, as necessary, by appointment of the Deputy Chief of Administration.

The committee shall meet as necessary to discuss training needs of the department, based upon current laws, court decisions, review of pursuits, use of force issues, and results of internal investigations and civilian complaints. These meetings may be incorporated into the staff meetings held by the Chief and/or the Deputy Chiefs of Police.

The committee shall review current training needs and make suggestions for additions or deletions to the current curriculum. The recommendations of the committee shall be forwarded to the Training and Recruitment Division for implementation as permitted by availability of staff and funding. Should the committee's recommendation not be implemented by the Training and Recruitment Division, the committee may direct the recommendation to the Chief of Police for review.

### **3.9.28 Accreditation Process Training**

All newly hired agency personnel shall receive information regarding the accreditation process within thirty(30) days after employment begins or within thirty(30) days after completing P.O.S.T. academy training.

This familiarization process may be presented through classroom instruction, memos, emails, discussion at shift briefing or through staff meetings. The intent of this is to ensure that all agency staff is familiar with accreditation, the process to achieve accreditation, its goals and objectives, and the impact accreditation compliance has upon the agency.

Agency employees who are assigned to the position of accreditation manager shall receive specialized training within one year of being appointed to that position. The accreditation manager shall also participate in the State of Connecticut Police Accreditation Coalition (PAC), and is responsible for providing appropriate training to other agency personnel assigned to the accreditation process.

## **CHAPTER 3.0**

### **PERSONNEL**

#### **3.10 PROMOTION**

##### **3.10.1 Administration of Promotional Process**

The Norwalk Department of Police Service shall administer promotional tests for the various ranks pursuant to the applicable Collective Bargaining Agreement. The Chief of Police shall select the agency or organization that will administer any written promotional exams. The Chief of Police or his designee shall be responsible for coordinating and administering the promotional process and assuring the security of all promotional materials.

Weights for the various testing components, establishment and duration of eligibility lists, and promotions to positions shall be according to the Collective Bargaining Agreement.

Promotions for non-sworn agency employees shall be administered as specified in their respective Collective Bargaining Agreements, including an interview with the Chief of Police and the Police Department administrative manager.

##### **3.10.2 Procedures for Promotional Process**

Upon the expiration of promotional lists, the Chief of Police shall determine when the promotional process shall begin. Such decision shall be based in part upon available vacancies, anticipated vacancies, and available and anticipated funding for positions.

The Chief of Police shall coordinate with the City of Norwalk Purchasing Department in soliciting proposals from outside testing agencies for any written tests. The submitted proposals shall be reviewed for compliance with bid specifications which shall include:

- that the test be job related and non discriminatory
- that the test be based upon a job task analysis for the position being offered
- that a procedure be included which provides for review and appeal of results for each promotional element

Submitted bids which meet the requirements shall be presented to the Chief of Police for consideration and selection of the testing agency.

The Chief of Police shall issue a memo announcing the beginning of the promotional process along with an anticipated timetable of the various component of the process. Included in the announcement shall be:

- the position being tested for
- the job description of the position being tested
- eligibility requirements (time in rank or grade)
- the various aspects of the testing process along with weights of test components

Candidates meeting the eligibility requirements shall be allowed to indicate their intentions to enter the promotional process up to the day prior to the written exam being given.

### **3.10.3 Written Tests**

At least 45 days prior to a written examination, the Chief of Police shall issue a memo which includes:

- a suggested reading list of materials from which the test is being prepared
- the date, time and location for the administration of the written test

Written tests will be administered by the selected testing agency. The test site will be monitored by the testing agency along with the Chief or his designee.

Upon completion of the written test, the testing agency shall supply a list of names of those persons scoring a 70 or above who will be eligible to proceed to the next testing phase. Specific numerical scores of those scoring above a 70 will not be divulged until the completion of all phases of testing. Persons scoring below a 70 will be notified of their numerical score and will not be eligible to proceed in the testing process.

### **3.10.4 Assessment Center**

Pursuant to the applicable Collective Bargaining agreement, only those candidates who pass the written examination with a grade of 70 or more on the written test shall participate in the assessment center. Assessment centers will be administered to officers in accordance with the Collective Bargaining Agreement Article 18, Section 3.

The Chief of Police or his designee shall recruit at least three current or retired law enforcement officers from agencies within the State of Connecticut but outside of Fairfield County who will convene an assessment center. When possible, interviewers who reflect the diverse makeup of the Norwalk Department of Police Service will be used. The assessment members must be of at least the rank for the position being tested, preferably, one rank above. The Chief of Police or his designee shall randomly schedule the eligible candidates for assessment centers. Scheduling will be done as soon as possible after the written test, depending on availability of assessors.

Assessors will be provided with a copy of the job description for the position being tested along with an informational packet explaining the assessment center process and rating criteria. Rating forms will be used that will assess a defined set of attributes and display of job knowledge. Each assessor shall record a numerical score, which will be averaged with the other assessor to come up with a single numerical rating for the assessment center phase. Assessment center scores will be mechanically recorded to ensure the integrity of the testing phase.

### **3.10.5 Seniority Ratings**

Seniority ratings for promotional purposes will be calculated as follows:

- Detective and Sergeant - continuous service as a regular member of the department calculated from day of appointment up to and including the day of administration of the written test. A base score of 70 shall be given to each individual with one additional point given for each year, (calculated to a fraction of a point for each day), with a maximum of 100 points.
- Lieutenant and Captain - time in rank calculated from day of promotion up to an including day of administration of the written test. A base score of 70 shall be given to each individual with one additional point for each year (calculated to a fraction of a point for each day), with a maximum of 100 points.

### **3.10.6 Promotional List**

After all assessment centers are complete, the various testing phases (written test, assessment center, and seniority) will be calculated pursuant to the Collective Bargaining Agreement. The Chief of Police will certify the candidate list and issue the ranked list as a Personnel Order.



## CHAPTER 3.0

### PERSONNEL

#### 3.11 PERFORMANCE EVALUATION

##### 3.11.1 Performance Evaluations (general)

Pursuant to Article 27, Section 7 of the Collective Bargaining Agreement, each sworn member of the Norwalk Department of Police Service shall receive a performance evaluation in January of each year. The performance evaluation shall be completed by the employee's immediate supervisor on the departmental performance evaluation form.

The purposes of the performance evaluation system are to:

- allow fair and impartial personnel decisions
- maintain and improve job performance
- identify and deal fairly and promptly with personnel problems
- assist employees with career development
- assist in making proper decisions regarding probationary employees
- determine suitability for individual assignments
- identify areas of needed training
- provide an objective and fair means for measurement and recognition of individual performance in accordance with guidelines outlined in job descriptions
- provide a means of personnel counseling

Civilian personnel shall receive performance evaluations pursuant to the City of Norwalk performance evaluation system, which is administered by the Personnel and Labor Relations Department. Civilian performance evaluations are described in the City of Norwalk Performance Appraisal Manual.

##### 3.11.2 Rater Responsibilities and Training

It is the responsibility of the raters to consistently be fair, impartial, and accurate in rating the job performance of an employee. A rater is expected to exhibit a good balance of constructive criticism and praise in evaluating an employee, indicating how an employee's work may be improved when improvement is required, and to have the evaluation become a positive contribution to employee development.

The Chief of Police shall ensure that raters receive training on how performance evaluation is administered, the need for an efficient performance evaluation, and the absolute need for impartiality and objectivity in doing a performance evaluation.

It is essential that the completed performance appraisal report reflect the actual performance level attained by the employee in the accomplishment of the duties and responsibilities of his or her position. Concentration should be on evaluating the employee rather than simply completing a form. The rater should:

1. **Use a process of objective reasoning.** Do not allow person prejudices, bias, likes or dislikes of certain aspects of personal appearance or mannerisms to interfere with the more important measures of competency and effectiveness.

2. **Don't assume that excellence in one category requires a similar rating in all categories.** Each factor is to be rated based on your objective observation and analysis of the employee's performance in that category.
3. **Limit your judgments to demonstrated performance.** The performance appraisal report is designed to reflect what has happened, not what might happen.
4. **Evaluate on the experience of the entire rating period.** Do not allow only recent behavior or of single incidents of excellence or unsatisfactory performance to blind you to the most commonly demonstrated behavior during the rating period.
5. **Give consideration to unusual and extenuating circumstances.** Evaluate actual performance and provide a full explanation where the rating is based on unavoidable condition, such as when performance decline is due to temporary ill health.
6. **Don't be afraid to be generous in rating the employee's best qualities or severe in rating weaknesses.** Praise and criticism are essential components of the evaluation process.
7. **Use the comment section to give support for ratings, which require improvement and exceed standards.** Comments should describe specific incidents or above or below average performance. Do not hesitate to use attachments if additional space is required.

### **3.11.3 Rating Criteria and Measurement Definitions**

Criteria used for performance appraisal shall be specific to the position occupied by the employee during the rating period. To accomplish this, supervisors shall review and be familiar with the tasks and duties of the rated position as set forth in the job description.

Departmental evaluation forms contain three levels of competency in each rating area. For the purposes of the Performance Appraisal Report, the following definitions shall apply:

**Exceeds standards** – Reflects performance which exceeds what would be expected from a trained and experienced person in the assigned job. This rating is used for employees who exceed the standards and requirements of the position on a consistent basis.

**Meets standards** – Reflects performance, which is expected from a trained and experienced person in the assigned job. This rating is used for employees who fully accomplish the standards and requirements of the position on a consistent basis. While performance may exceed expectations in one area, and be deficient in another, an employee operating at this level is doing a good job of meeting performance objectives.

**Requires improvement** – Reflects performance that is below expected levels for a trained and experience person in that particular job. This rating is used for employees who frequently fail to accomplish performance objectives in terms of time required and/or quality, but generally meet the minimum performance requirements of the position.

### **3.11.4 Counseling and Notification Prior to Rating**

At or near the beginning of the rating period (January) supervisors shall meet with employees for whom they will or may be responsible for evaluating. The supervisor shall counsel the employee with respect to:



- tasks of the position occupied
- level of performance expected
- evaluation rating criteria

In addition, supervisors are encouraged to counsel their employees at various times during the rating period regarding job performance.

Supervisors shall notify employees whenever their performance is deemed by the supervisor to be unsatisfactory in terms of performance appraisal. This notification shall be used to make the employee aware of unsatisfactory performance and attempt to bring the employee's performance to acceptable levels. Supervisors shall take appropriate measures to ensure that counseling or training is provided to the employee so that satisfactory performance and subsequent rating can be achieved.

### **3.11.5 Use of Evaluation Forms**

The rating period for each employee shall be from January 1 to December 31. The employee's immediate supervisor for the majority of the rating period shall complete the evaluation.

During the first week of January each year, the Chief of Police shall distribute the appropriate rating forms to commanding officers along with job descriptions for the employees being evaluated. Raters shall complete the evaluations and return them to the Chief of Police, through their commanding officer by January 31. Extensions may be granted for special circumstances when evaluated employees are not available due to extended leaves from duty.

A numerical rating shall be given for each category on the evaluation form. A section for comments is provided for each rated category.

When the rater has completed the evaluation form, he/she shall meet with the rated employee and review the evaluation. This meeting shall be a means for an interview between the rater and the evaluated employee. In addition, the rated employee shall be provided a copy of the completed evaluation, and shall have the opportunity to provide comments on the evaluation form. The employee shall be requested to sign the completed evaluation form to indicate that the employee has read it and has received a copy.

### **3.11.6 Contested Performance Appraisal Reports**

An employee may appeal the contents of a performance appraisal report. Such appeal must be initiated by the employee within 10 days of the review between the rater and the employee. All appeals shall be made in writing directly to the Chief of Police. The Chief of police shall review the appeal and the performance appraisal, and meet with the employee and the rater if appropriate. The decision of the Chief of Police shall be final.

### **3.11.7 Administrative Review**

Each performance evaluation shall be reviewed and signed by the rater's supervisor. Reviewing supervisors shall be cognizant of the fairness and impartiality of ratings given, the rater's participation in counseling rated employees, and the rater's role in the performance evaluation system. Reviewing officers shall seek to ensure that the raters are applying the evaluation system uniformly.

### **3.11.8 Probationary Evaluations**

All entry-level probationary patrol officers shall be evaluated at least quarterly for the duration of their probationary period as set forth in the Collective Bargaining Agreement. These quarterly evaluations

shall begin at the completion of the probationary officer's field training assignment and shall be completed by the officer's immediate supervisor. Supervisors shall utilize the Performance Appraisal Report. The completed form shall then be submitted to the Training and Recruitment Unit for review and then forwarded to the Chief of Police in accordance with retention and confidentiality requirements. The evaluation system for probationary officers shall be the same as the above evaluation system in all other respects.

All entry-level probationary civilian employees shall have written performance evaluations prepared by their supervisor at least quarterly.

### **3.11.9 Retention of Performance Appraisal Reports**

Once forwarded to the Chief of Police, all Performance Appraisal Reports shall be maintained on file consistent with state retention requirements. Performance Appraisals shall be confidential and released only pursuant to law.

### **3.11.10 Evaluation of Raters and Performance Evaluations**

Supervisors shall review performance evaluations prepared by their subordinates regarding the fairness and impartiality of ratings given, their participation in counseling rated employees, and their ubiquity to carry out the rater's role in the performance evaluation system. Supervisors shall ensure that the raters apply ratings uniformly.

## CHAPTER 3.0

### PERSONNEL

#### 3.12 INFECTION CONTROL PROGRAM

##### 3.12.1 Purpose and Scope

To provide a complete infection control program that maximizes protection against illness from communicable diseases for all members of the Norwalk Department of Police Service and the public that they serve.

This directive applies to all personnel of the Norwalk Department of Police Service and shall allow this department to comply with the Occupational Safety and Health Administration Regulations, 29 CFR Part 1910.1030, Occupational Exposure to Blood borne Pathogen; Final Rule.

This department recognizes that an exposure to blood borne, airborne or biological pathogens is an occupational health hazard and that contact with a communicable disease transmission is possible during any aspect of emergency response, including activities within the headquarters building.

The health and welfare of all personnel is a concern of the department, but it is the obligation of each member to be responsible for his/her own health. Protection against exposures to blood borne and airborne pathogens extends past the initial contact on a scene and includes the protection against cross contamination of any harmful agent to other persons and locations, including transmission of pathogens to the officer's home and family.

It is the policy of the Norwalk Department of Police Service

- To regard all contacts with blood or any body fluid as potentially infectious. Universal precautions will be utilized at all times and will be expanded to include any other potentially infectious material.
- To provide all members with the necessary training and immunizations along with approved personal protection equipment (PPE) and decontamination supplies necessary for protection from communicable diseases.
- To recognize the need for work restrictions based upon infection control concerns.
- To prohibit discrimination for health reasons and to prevent the disclosure of any persons HIV or AIDS status in accordance with Connecticut General Statutes 19a-583.
- To at all times regard any person's medical information as strictly confidential. No member's health information will be released without the signed written consent of the member.

##### 3.12.2 Exposure Control Plan

###### I. Definitions

**Exposure** – Defined as a contact with a substance that contains or may contain a substance that has the potential for illness.

- **Simple Exposure** occurs when intact skin comes in contact with blood, body fluid or other substance containing a pathogen
- **Significant Exposure** is an exposure that has contacted with open skin (cuts, abrasions, etc...), eyes, mucous membranes (mouth, nose, etc...)

**Pathogen** – An organism that once in a host can produce sickness or death.

**Body Fluid** – Any internal body fluid of any type that has the potential to transmit a pathogen.

**Blood borne** – Transmission of pathogen from a blood product.

**Airborne** – Transmission of a pathogen through air; spitting, coughing, etc.

**Personal Protective Equipment (PPE)** – Approved gloves, masks, aprons, gowns and foot coverings and respirators that provide body substance isolation (BSI) against pathogens.

**Decontamination** – Cleaning an area or item in a manner that eliminates or kills the pathogen so no biohazard remains. Not all cleaning is decontamination.

## II. Exposure Risk Determination

A. The following job positions within this department are reasonably anticipated to involve exposure to blood, body fluids, or other potentially infectious substances in the performance of their duties:

- Police Officer (any rank or position) – High
- Building Maintenance personnel – High
- Property clerk – Medium
- Identification Division clerk – Medium
- Office Personnel / Civilian Clerk – Low
- Visitor / Intern / Volunteer – Low

B. The following tasks are reasonably anticipated to involve exposure to blood, body fluids, or other potentially infectious materials:

- Providing medical aid to sick or injured patients during response to Emergency Medical Service calls, motor vehicles collisions, and rescues of any type.
- Operating in and around a crime scene that involves blood or body fluid of any amount.
- Death investigations.
- Handling evidence and property.
- Responding to any possible act of terrorism (foreign or domestic), or where there is any possibility that terrorist activity or Weapons of Mass Destruction (WMD) may have been used, such as, bombs, multiple unknown illnesses, death of wildlife and foliage, etc.
- Response to hazardous material emergencies that may involve bio-hazardous materials of any amount.
- During decontamination procedures.

### III. Evaluation of Exposure Incidents

The procedure for evaluation/investigation of circumstances surrounding incidents of exposure to blood, other body fluids, or other potentially infectious materials is detailed in Directive 3.12.10, Post Exposure Procedures. Medical follow-up, documentation, record and confidentiality requirements are also defined in Directive 3.12.10.

#### **3.12.3 Roles and Responsibilities**

The tasks of managing the department Occupational Health and Safety and Infections Control programs shall be delegated to appropriate staff officers as noted below.

The Chief of Police will:

- Designate an infection control officer (ICO).
- Support and enforce compliance with the Infection Control Program.
- Cause an investigation into any unsafe acts, and refer members for remedial infection control training as required.

#### **Training and Recruitment Division:**

In addition to existing functions, the Training and Recruitment Division shall be responsible for the development of a comprehensive infection control educational program that complies with OSHA Regulation, 29 CFR, and Part 1910.1030. Technical assistance may be provided through various state and local agencies. Additionally, the following components shall be administered through the Training and Recruitment Unit:

#### **The Infection Control Officer (ICO) shall:**

Ensure that contact information for the ICO is posted with the desk, HFO, and with the commander of each division or unit.

- Serve as the department's "designated officer" as required by the "Ryan White Comprehensive AIDS Resource Act of 1990" Public Law 101-381.
- Develop criteria for the purpose of infection control personal protective equipment and determining adequate stocking levels for the department and vehicles.
- Assist in evaluating possible member exposures to communicable diseases and coordinate communications between the department, hospitals, and the Norwalk Department of Health and other relevant agencies.
- Collect and maintain data relating to quality assurance of the department's infection control program.
- Assist in conducting inspections of department operations to ensure compliance with this policy and local, state, and federal regulations.
- Coordinate immunizations of department personnel with the Norwalk Department of Health.
- Keep abreast of new developments in the field of infection control and provide appropriate recommendations to department and staff officers.
- Coordinate and maintain all exposure records and follow-up information pertaining to exposure incidents

**Department personnel will:**

- Assume ultimate responsibility for their health and safety.
- Always use and promote use of proper personal protective equipment as the situation dictates.
- Immediately report any suspected occupationally acquired communicable diseases to their commanding officer.
- Operate in a manner prescribed in the directives and follow those guidelines as it pertains to personal protection, work habits, decontamination, exposure reporting and handling contaminated items.

**3.12.4 Health Maintenance**

All sworn employees of the Norwalk Department of Police Service shall receive a pre-employment entrance physical performed by a designated physician or his/her designee in order to certify that a member is fit for duty. The cost of this examination shall be borne by the city.

All members of this department will be offered immunizations against Hepatitis B Virus (HBV) within 10 days of their employment. Members may refuse immunizations, or may submit proof of previous immunizations. Whenever members refuse such immunizations they shall sign a refusal form. However, members who initially refuse may later receive immunizations upon request at no cost to the member.

The Infection Control Officer will maintain records in accordance with OSHA: 29 CFR Part 1910.1030. Member participation in the infection control program will be documented. These records will be accessible to the ICO at all time. Any record must be requested through the ICO. Members may examine their own medical records, and may request that copies be sent to their personal physician. All exposure reports shall be maintained by the Infection Control Liaison, and will not be kept with personnel files. Medical records will not be released without the written consent of the member. Records of participation in Employee Assistance or Critical Incident Stress Debriefing Programs are considered medical records and strictly confidential.

The records will include:

- Name and Social Security number
- Immunization records
- Circumstances of exposure to communicable diseases
- Post-exposure medical evaluation, treatment and follow-up

All sworn members of the Norwalk Police Department may be tested for tuberculosis once each year at no cost to the member. Testing shall be by the City's Health Department. Testing may be provided more frequently if there is a reason to believe the member was exposed to tuberculosis.

**3.12.5 Training**

Members of the Norwalk Department of Police Service will be required to complete:

- Initial training at the time of assignment to tasks where occupational exposure may occur.
- Infection control refresher at least annually thereafter.

Training will be in compliance with OSHA Regulation, 29 CFR Part 1910.1030; Occupational Exposure to Blood borne Pathogen and will be appropriate to the tasks members are expected to perform in the normal performance duty along with preparation for special responses such as, but not limited to:

- Bio-hazardous material leaks or spills
- Terrorist attacks of WMD incidents
- Unexplained illness in a significant group

Persons conducting infection control training shall be knowledgeable in all aspects of program elements as they relate to emergency services provided by this department. A copy of the lesson plan will be retained by the Training and Recruitment Division.

The Training and Recruitment Division will maintain all training records consistent with record retention laws.

### **3.12.6 Headquarters Environment**

The Norwalk Department of Police Service shall make every effort to furnish each employee a place of employment which is free from recognized hazards. The department will attempt to identify those hazards that are likely to cause death or serious physical harm to each member.

The following areas will have approved biohazard containers and sharps containers and decontamination equipment:

- HFO area
- Property Room
- Sally Port
- Marine Base

Biohazard bags and individual sharps containers will be available for department vehicles as needed.

Contaminated sharps will be stored in closed puncture-resistant containers with proper labeling and color-coding. Double bag if necessary.

Materials, which may be contaminated, shall be placed into properly labeled (BIOHAZARD) containers of which shall be stored in areas identified with proper (BIOHAZARD) labels as per OSHA, EPA, and local or state regulations.

Any unit of the Norwalk Department of Police Service that requires special storage of biohazardous infected items outside of the evidence room will submit a memo describing the storage area and work practices associated with that area to the Infection Control Officer that will be filed with facility review.

Decontamination:

- Appropriate disinfecting solutions will be supplied at Headquarters.
- Material Safety Data Sheets (MSDS) for cleaning and disinfecting solutions will also be available at the desk and maintenance area.

- Personnel should be familiar with these solutions as well as the recommended personal protective equipment utilized during the decontamination process.
- Bleach mixture (1:10 Bleach / Water), or commercially produced solutions approved for blood borne contaminants will be provided by the department. Personnel will use the appropriate solution to decontaminate any affected equipment. Any Bleach mixture will be labeled and dated. No bleach mixture will be used past 24 Hours from time of mix.

Any department equipment or vehicles will be decontaminated prior to being sent for repair or service. This includes vehicles being sent to the car wash. The car wash is not certified to clean biohazards.

All blood and body fluid is to be decontaminated by the officer when the incident is completed, before returning to service for another call. In the event equipment or a vehicle is contaminated beyond the ability to be cleaned at headquarters, a supervisor will be notified who will consult with the Infection Control Officer to determine the next course of action. Any contaminated equipment or vehicle will be taken out of service until decontaminated and clearly marked by the officer who used the equipment.

No person shall decontaminate any equipment in a manner as to cross contaminate any unaffected area. Supervisors will be responsible to see that safe work practices are used during decontamination.

Officers will have a change of uniform or appropriate clothing available in the event they become contaminated and their clothing becomes unusable. Uniforms and clothing contaminated with a biohazard will be properly bagged, marked with the officer's name and case number and left in a designated area for proper cleaning or disposal.

### **3.12.7 Personal Protective Equipment (PPE)**

The Norwalk Department of Police Service will provide to its members the necessary personal protective equipment to limit their exposure to blood or other potentially infectious materials that may occur during scene operations, decontamination, or disposal activities.

The commanding officer of the Headquarters Division will be responsible for maintaining adequate personal protective supplies.

The proper personal protective equipment or PPE will be selected for use as prescribed by the training the officer received.

Equipment:

- Gloves
- Masks
- Aprons
- Foot coverings
- Respirators \*
- Specialized level protective suits \*

\*Other specialized equipment may be used by members of this department while working with specialized units or functions. Any member using the specialized equipment will receive the proper approved training for the specific equipment prior to its use.



### **3.12.8 Scene Operations**

The purpose of this procedure is to provide guidelines for on scene operations by members of this department as they apply to the management of situations where contact with blood or other potentially infectious material may be present.

Members of the Norwalk Department of Police Service should consider the following points as recommendations for safe emergency scene operations thereby reducing opportunity for occupational exposure to blood and/or airborne disease.

- Limit the exposure to the hazard. The minimum number of persons required to complete the task safely will be used for all scene operations. Members not immediately needed should remain a safe distance from operations where communicable disease exposure is possible or anticipated.
- Wash hands and affected skin.
- Eating, drinking, smoking, handling contact lenses, or applying cosmetics or lip balm is prohibited at the scene of operations.
- Any needles and other sharps shall be disposed of in approved sharps containers. Needles should not be recapped, re sheathed, bent, broken, or separated from disposable syringes. The most common occupational blood exposure occurs when needles are recapped.
- Any evidence or property taken by an officer that contains "sharps" or body fluid will be properly marked so any other person handling the item will have proper warning to the possible hazard contained inside. These items will be clearly marked with Biohazard labels on the outermost packaging and on the property card.
- Barrier devices and proper PPEs will be used when administering emergency care to the sick and injured. Officers will follow State and Regional OEMS protocols as described in their EMS Training.
- Persons with suspected airborne communicable diseases will be transported as to limit the possible transmission. Transport vehicle windows should be opened and interior ventilation systems turned on along with use of masks when permitted.
- Disposable equipment and other biohazard waste generated during on-scene operations will be stored in special biohazard leak proof bags and/or properly labeled containers. Sharps shall be placed into proper containers.
- Clean up of any area or equipment that is or may have been contaminated shall be decontaminated immediately as prescribed in the decontamination portion of this Directive, Section 3.12.6.

### **3.12.9 Post Exposure Procedures**

All exposures to any member of this department shall be reported consistent with the procedures below. Blood or body fluid contacting personal protective equipment or intact skin does not always constitute an exposure. When in doubt report the exposure. The Infectious Exposure Report, NPD Form 104, will be reviewed by the Infection Control Officer who will determine the level of risk to the exposure. Reporting the exposure provides a uniform method of documentation as well as providing for medical follow up for members of this department following occupational exposure to blood or other potentially infectious materials.

#### **General Principles**

- All information concerning pre hospital personal exposure to infectious diseases will be kept confidential. Moreover, all information released concerning the infectious disease status of patients will be kept confidential.

- Documentation of medical follow up will not be maintained by the sponsor hospital program, but their personnel may be used as resources to this department to determine appropriate actions, medical care, and follow up.

#### **Procedures:**

#### **Significant or Unknown Exposure**

- Decontaminate affected area and change any contaminated clothing as soon as possible.
- Obtain all information about subject that transmitted the exposure and determine if that person was medically treated.
- Notify a supervisor of the exposure. The supervisor will contact Infection Control Officer before end of the affected officer's shift. Notification may be made by phone message if the ICO is not required to respond.
- Complete the Infectious Exposure Report, NPD Form 104, and forward the information to the Infection Control Officer.
- Affected officer should only seek medical evaluation at Norwalk Hospital or Norwalk Hospital Occupational Health Care.
- File a department incident report or supplement report detailing the circumstance of the exposure.
- Forward a copy of the Infectious Exposure Report along with any relevant reports to the Infection Control Officer.
- The affected officer's supervisor shall be responsible to assure that the above procedure has been followed.

#### **3.12.10 Compliance Monitoring and Program Evaluation**

- The department's infection control liaison will collect compliance and quality monitoring data including:
  - Inspections of station facilities
  - Observation of on scene activities
  - Analysis of reported exposures to communicable disease
- Program evaluation:
  - The Infection Control Plan and exposure engineering controls will be reevaluated at least annually to ensure that the program is both appropriate and effective.
  - In addition, the plan will be reevaluated as needed to reflect any significant changes in assigned tasks or procedures; in medical knowledge related to infection control; or in regulatory matters.

**NORWALK DEPARTMENT OF POLICE SERVICE  
INFECTIOUS EXPOSURE REPORT**

**Employee Name:** \_\_\_\_\_ **ID:** \_\_\_\_\_

**DIVISION:** \_\_\_\_\_

**Date of Exposure:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **Time:** \_\_\_\_\_ **Case Number:** \_\_\_\_\_

**Address / Location of Exposure:** \_\_\_\_\_

**Type of Incident :** \_\_\_\_\_

**Source of Exposure (Name if Applicable):** \_\_\_\_\_  
**(Address, DOB, Phone) :** \_\_\_\_\_

**Was source in custody:** Yes / No

**Was source seen by Hospital:** Yes / No **Hospital number :** \_\_\_\_\_

**Was a medical release form signed by source:** Yes / No

**Route of Exposure:** circle what applies

<b>Laceration</b> <b>Bite</b> <b>Needle stick / Puncture</b>	<b>Mucosal: eye / oral</b> <b>Non-intact skin</b> <b>Other:</b> _____
--	---

**Type of Fluid:** circle what applies

<b>Blood</b> <b>Urine / Feces - Blood visible Yes / No</b> <b>Saliva - Blood visible Yes / No</b>	<b>Other Fluid: Specify</b> _____
---	--------------------------------------

**Description of Exposure:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Supervisor Notified:** Yes / No

**Name of Supervisor:** \_\_\_\_\_ **ID:** \_\_\_\_\_ **Initials:** \_\_\_\_\_

**Was Infectious Control Officer Notified:** Yes / No **If No Why:** \_\_\_\_\_

**Form prepared by:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **ID:** \_\_\_\_\_ **Date:** \_\_\_\_\_

NPD 104  
01/10



## CHAPTER 3.0

### PERSONNEL

#### 3.13 REPORTING WORK RELATED INJURIES

##### 3.13.1 Original Occurrence

Employees who suffer a work related illness or injury shall ***immediately*** notify their on-duty supervisor.

The injured employee's immediate supervisor, upon being notified of an employee injury or exposure, shall immediately file out the Cirma care First Report of Injury and forward it to the Administrative Manager.

The supervisor will not wait until a person who has been injured returns to work to make the report to CIRMACare.

It should be noted that failure to report claims and untimely filing can result in false claims being accepted or fines assessed.

CIRMACare will complete and fax a copy of the First Report of Injury Report to the Administrative Manager, who shall maintain a copy of these reports on file, pursuant to law.

Employees shall draw a case number and file a separate report detailing the circumstances of the injury. This report shall be filed immediately, or as soon as the employee is physically capable of filing the report.

**ALL WORKER'S COMPENSATION MATTERS SHALL BE GOVERNED BY CHAPTER 568 OF THE CONNECTICUT GENERAL STATUTES.**

##### 3.13.2 CONN-OSHA

OSHA requires notification in the event of a serious work related injury to any employee. The supervisor taking the CIRMA report must notify OSHA within 24 hours should an employee require hospitalization for a work-related injury or within 8 hours for a work-related fatality.

To report these injuries, supervisors should call CONN-OSHA at 860-263-6946 or 866-241-406 (toll-free).



## **CHAPTER 3.0**

### **PERSONNEL**

#### **3.14 EMPLOYEE ASSISTANCE**

##### **3.14.1 Employee Assistance Program**

The city provides EAP services through Behavioral Health Consultants for all city employees. Behavioral Health Consultants provides timely, confidential consultation and reference services for a variety of concerns including, health, relationships, family, financial, substance abuse, stress, grief or any other situation. Employees may call EAP directly at anytime. Officers may also be referred by a supervisor or through the Personnel Early Warning System as described in Directive 3.14.2.

All meetings with the EAP are confidential. If necessary, the EAP will make referrals to licensed psychologists, psychiatrists or other professionals based on the appropriate assessment of the employee's situation.

All supervisory personnel will be trained in their role and responsibility and identification of employee behaviors which would indicate the existence of employee concerns, problems and/or issues that could impact employee job performance. Training may be accomplished through the use of the 'supervisor's area' of the Behavioral Health Consultants website.

##### **3.14.2 Personnel Early Warning System**

Employees are the most important resource of the department. Supervisors will make an effort to identify employees who have issues that negatively impact their ability to effectively do their job and will make every effort to help resolve these issues.

First Line Supervisors will be alert to the extent possible, for potential problems that may negatively affect an employee's level of performance. Supervisors will use indicators to determine whether there is a pattern of activity that may indicate the existence of a problem. These indicator patterns may include:

- Changes in work habits
- Sick leave use and abuse
- Changes in appearance
- Attitude changes
- Alcohol or prescription drug abuse
- Stressors like divorce, deaths in family, children in school problems, etc.
- Lack of rest indicators
- Deterioration in physical fitness
- Association with criminals
- Informant problems – including fraternization and inappropriate relationships
- Feedback from trainers
- Loss of equipment
- Lifestyle of financial changes (up or down)
- Calls for service to officer's residence

Whenever a supervisor observes a behavior that they believe requires intervention efforts, they shall forward a report in writing to their commanding officer. The behavior threshold or triggers may be an isolated incident or a repeat occurrence, or a combination of several of the above listed tracked indicators that signals to a supervisor the need for an intervention review. The report shall include:

- Details of the behavior or pattern of behaviors that raise the concern
- Any witnesses or other information pertinent to the behavior

The commanding officer, upon receiving a report requesting intervention action, shall evaluate the information and notify their respective Deputy Chief.

The respective Deputy Chief shall determine the appropriate measures to address the particular issues which are affecting the employee's performance. These measures may include but not be limited to:

1. Referral to Employee Assistance Program
2. Training/Counseling sessions with designated department personnel
3. Recommending medical and or psychological evaluation/testing
4. Recommending negative discipline

In addition to the above procedures, the Professional Standards Division in conjunction with the respective Deputy Chief shall periodically review reports and other departmental documentation which may be used for evaluating employees who may require intervention under this section. Likewise, a review of identified employees based on noted behavior, collected material, and/or occurrence patterns shall also be conducted, as approved by the Chief of Police or his designee. These reports may include but not necessarily be limited to:

- Annual Performance Evaluations
- Citizen Complaints
- Disciplinary Actions
- Use of Force Incidents
- Internal Affairs Investigations
- Traffic Accidents
- Worker's Compensation Claims

Existing tracking software may be used to facilitate this process.

The Professional Standards Division shall conduct an annual evaluation of the Personnel Early Warning System process. Particular emphasis will be placed on the effectiveness of reporting system and the ability of first line supervisors to access the data necessary to assist them. Alternative resolutions will be identified, if found. The predictive ability of the Personnel Early Warning System will be analyzed to see if help is provided before an officer reaches crisis. The effectiveness of resolution options too will be evaluated. This report shall be forwarded to the Chief of Police.



## CHAPTER 3.0

### APPENDIX A

#### INITIAL UNIFORM ISSUE

Each officer shall, upon employment of as soon as possible thereafter receive an initial issue of uniforms and equipment as follows:

<u>Description</u>	<u>Number</u>
1. Trousers – summer	2 pairs
2. Trousers- winter	2 pairs
3. Jacket - Winter	1
4. Jacket – Windbreaker	1
5. Black leather gloves	1 pair
6. White gloves	1 pair
7. Shirt – summer	3
8. Shirt – Winter	3
9. Summer hat (8 corner, vented)	1
10. Winter hat (8 corner)	1
11. Winter hat (knit hat)	1
12. Clip-on necktie	1
13. Raincoat	1
14. Rain cap cover	1
15. Tie bar	1
16. Vest – traffic	1
17. Vest – ballistic	1
18. 511 belt	1
19. Equipment belt	1
20. Thin belt	1
21. Belt keepers	4
22. Nametag	1
23. Holster	1
24. Pistol	1
25. Taser and holster	1
26. Holder for aerosol	1
27. Aerosol device	1
28. Magazine pouch	1
29. Handcuffs	1 pair
30. Handcuff case	1
31. Baton	1
32. Baton holder	1
33. flashlight	1
34. radio carrier	1
35. badge – breast	1
36. badge – hat	1
37. Radio – portable	1
38. Charging unit – radio	1
39. Rechargeable batteries – radio	2
40. Camera	1
41. Helmet – ballistic and bag	1
42. Personal Protection Kit	1
43. Directives Manual	1

44. Penal Code – red field manual	1
45. Title 14 M.V. Law – blue book	1
46. Radio codes – card	1
47. Keys	1 set
48. Identification card	1
49. Key fob	1
50. Body worn camera and charging unit	1

Officers whom will be attending the Police Academy for recruit training will additionally receive uniforms and equipment required by POST.

## **CHAPTER 3.0**

### **APPENDIX B**

#### **APPROVED UNIFORM LISTING**

##### **UNIFORMS**

###### **Class A**

Flying Cross poly/wool dress blouse coat – model # 34891

Flying Cross poly/wool dress pant – model # 48289 FLX (worn with respective stripe for rank)

Flying Cross poly/wool dress shirt – model # 35W54

Elbeco white dress shirt S/S – model # 3310N/9810LCN

Elbeco white dress shirt L/S – model # 310N/9310LCN

Class A white dress shirt is to be worn with a white undershirt. The white long sleeve dress shirt is to be worn with a white undershirt and breakaway tie. The blue long sleeve dress shirt is to be worn with a black or white undershirt and breakaway tie. The 8 point hat shall be worn, if required.

Embroidered shirts, cargo pants, sneakers, and baseball caps shall NOT be worn as part of the Class A uniform.

###### **Class B**

Blauer Class B shirt S/S – model # 8460

Blauer Class B shirt L/S – model # 8450

Blauer Class B pant – model # 8561 (worn with respective stripe for rank)

Class B short sleeve shirt is to be worn with a white or black undershirt. The long sleeve shirt is to be worn with a black or white undershirt and breakaway tie, or black turtleneck.

###### **Outer Vest Carrier Option – shall be worn together**

Blauer outer vest carrier – model # 8470

Blauer base layer shirt (polo style) to be worn under vest carrier – model # 8473 L/S, S/S

###### **Class C**

Blauer BDU shirt S/S – model # 8446

Blauer BDU shirt L/S – model # 8436

Blauer BDU cargo pants – model # 8565

5.11 P.D.U. shirt L/S and S/S

5.11 P.D.U. pant

Class C short sleeve shirt is to be worn with a black or white undershirt. The long sleeve shirt is to be worn with black or white undershirt or black turtleneck.

##### **EXTRA WORK UNIFORM**

Extra work shirt S/S Blauer– model # 8137 – high visibility yellow, ANSI approved

Extra work shirt L/S Blauer– model # 8147– high visibility yellow, ANSI approved

Extra work shorts Blauer– model # 8842 – color is dark navy

Extra work shorts 5.11 “Taclite”- model # 73287(men), model # 63071(women)

Coveralls – Topps model # C014-1105 – color is dark navy

Snow pant Blauer–model # 9134 - color is black

## **OUTERWEAR – All outerwear color is black**

Blauer winter coat – model #9820

Blauer parka ¾ length winter coat – model # 9860

Blauer extra work coat – model #9848

Blauer extra work shell – model #4670

Blauer patrol shell – model #4660

5.11 “Chameleon” outer jacket

5.11 “4 in 1” ¾ length parka

Leather Coat – ¾ length with respective rank color buttons

Both the extra work shells can be zipped into the outer winter coat and extra work coat as a liner. They can be worn also as a fall/spring coat.

## **SWEATER**

Blauer Black – model # 225

## **RAIN WEAR**

Blauer – model #'s 26990, 733, 9690. All three coats are identical and are reversible with ANSI approved reflective material.

Blauer rain pant color black – model # 134 B-Dry

## **WINTER CAP**

Blauer/lined, color black – Embroidered with respective rank badge and color. POLICE on rear of winter hat.

Blauer “Arctic Trooper Cap”- color black- model # 195

## **BASEBALL CAP**

Black – Embroidered with respective rank badge and color. POLICE on rear of cap.

## **8 POINT HAT**

Unite 8 point model, not roundtop – color navy blue. Summer mesh or winter fabric.

## **EMBROIDERY**

Font -3/8” plain block

Colors – “Cloud” for Patrol Officers and ESU

“Golden rod “for rank above Patrol Officer

This is a standard font and these are standard thread colors that shall be utilized when having uniforms/hats embroidered.

## **MILITARY SERVICE BARS**

Blackinton Commendation Bar Style A11173

## **CHAPTER 4 .0**

### **PATROL**

#### **4.1 ORGANIZATION AND ADMINISTRATION**

##### **4.1.1 Patrol Function**

The Patrol Division is an established division within the Norwalk Department of Police Service. The functions of the patrol division are varied and diverse and may change from time to time. However, the major responsibilities of the patrol division include:

- Preventative patrol (including inquiry and inspection activity) oriented toward prevention of crimes and accidents, maintenance of public order, and the discovery of hazards and delinquency-causing situations
- Crime prevention activities
- Response to called-for services
- Investigation of crimes, offenses, incidents, and conditions, including arresting offenders
- Traffic direction and control
- Maintenance of public order
- Providing emergency services
- Development of relationships between citizens and the agency
- Reporting of information to appropriate organizational components
- Regulation of certain businesses or activities as required by law

##### **4.1.2 Coordination with Other Agency Components**

Members of the Patrol Division are to exchange pertinent or necessary information with other agency divisions, bureaus or units. Communication, coordination and cooperation between members of the patrol division and other departmental functions will be accomplished by the following means:

- interoffice memos
- regular or special staff meetings called by the Chief of Police or Deputy Chief of Operations
- informal meetings among supervisors of various divisions
- intelligence reports
- administrative reports

##### **4.1.3 Assignments**

Shift assignments will be made pursuant to the Collective Bargaining Agreement by and between the City of Norwalk and the Norwalk Police Union Local 1727.

Platoon commanders are responsible for assigning officers to patrol beats. In making post assignments, platoon commanders or their designees may consider the following criteria:

- Officer's knowledge of a particular beat or area
- Officer's preference for a particular beat or area
- special skills an officer may possess
- seniority

Post assignments are the sole prerogative of the platoon commanders. The above criteria are only suggestive guidelines. Platoon commanders may consider other criteria they feel may be appropriate.

#### **4.1.4 Roll Call**

All patrol officers will attend roll call at the beginning of their tour of duty. In general, roll call will be conducted by a field supervisor; however, this duty may be delegated to a patrol officer if appropriate.

Officers shall report to roll call fully equipped, and physically and mentally prepared for duty. At roll call, the supervisor or officer conducting line-up will:

- brief officers with information regarding daily patrol activity with particular attention given to unusual situations and changes in the status of wanted or missing persons, stolen vehicles, and major investigations
- notify officers of changes in schedules and assignments
- notify officers of new directives or changes in directives
- evaluate officers readiness to assume patrol duties
- issue specialized assignments or selective enforcement duties
- disseminate any other necessary orders or information

#### **4.1.5 Special Purpose Vehicles**

The Norwalk Department of Police Service utilizes the following special purpose vehicles:

- Mobile Community Outreach Police Substation (MCOPS)
- Police Boats
- Prisoner Transport Vehicle
- Emergency Services Vehicle
- Mountain Bikes
- Surveillance vehicle(s)
- Segways
- Police Bus
- K-9 unit vehicles
- Crime Scene Van
- Police Motorcycles
- All terrain vehicle (ATV)

The purpose, function and operation of these vehicles are governed by Directive 10.6 and other applicable directives.

#### **4.1.6 Officer Response**

Police response to some calls for service may require the presence of more than one officer in order to safely and effectively resolve the situation. Calls for service requiring response by at least two officers shall be based upon (but not limited to) the presence of one or more of the following factors:

- a crime of violence
- probability of an on scene arrest
- presence of the offender at the scene
- resistance to arrest
- possibility of use of force by offender(s) and/or police
- fleeing suspect(s)
- domestic dispute
- involvement of a suspected emotionally disturbed person
- contact with a suspected suicidal person

- person with a weapon
- barricaded or hostage situation
- burglary or robbery alarms

At any time, a supervisor may direct, or an officer may request additional units to respond and assist with a call for service or other situation where an officer is present.

Assisting units are meant to provide an additional margin of safety and will act upon the direction of the assigned unit or supervisor. When a situation no longer poses a risk to safety and assistance is no longer needed, the assisting units will return to service.

#### **4.1.7 Foot Patrol**

From time to time, it may be appropriate or beneficial to utilize foot patrol officers. Patrol division commanding officers may use foot patrol beats on either a short-term or extended basis. Commanding officers should use the following criteria in deciding whether foot patrol officers should be used:

- The need for frequent inspections, such as in business and commercial areas.
- A high concentration of calls for service involving pedestrians or other persons on foot on the street.
- The availability of additional patrol personnel.
- Other necessary assignments to be completed.

The Chief of Police may direct the commanding officer(s) of the patrol division to utilize foot patrol officers for special purposes.

#### **4.1.8 Mountain Bike Patrol**

The Norwalk Department of Police Service utilizes specially trained officers on police mountain bikes as part of the regular patrol force. The purpose and duties of the mountain bike officers include those of regular patrol officers. Additionally, the mountain bike officers can provide:

- high visibility
- greater mobility and quicker response than foot patrol officers
- closer contacts with citizenry than motorized patrol

The platoon commanders shall be responsible for deploying mountain bike officers utilizing the following criteria:

- In general, the mountain bike officers shall be deployed in business districts or other areas of concentrated population.
- Availability of sufficient personnel to provide adequate patrol coverage.
- The need to make use of the bike patrol's special advantages such as silent response, greater mobility, etc.

#### **DEPLOYMENT OF BIKE OFFICERS**

- Mountain bike officers may be assigned to ride individually except in those instances when the nature of the assignment, location, time of day, weather conditions and/or safety and security concerns would dictate otherwise;
- When assigned to specific patrol beats, officers shall be assigned to ride in teams of two from dusk until dawn;
- The City shall not assign a single bicycle officer to a post or extra duty assignment which the City would not assign a single foot patrol officer.

#### **4.1.9 Segway Patrol**

The Norwalk Department of Police Service utilizes specially trained officers on police segways as part of the regular patrol force. The purpose and duties of the segway officers include those of regular patrol officers. Additionally, the segway officers can provide:

- high visibility
- greater mobility and quicker response than foot patrol officers
- closer contacts with citizenry than vehicle patrol

The Platoon Commanders shall be responsible for deploying segway officers utilizing the following criteria:

- In general, the segway officers shall be deployed in business districts or other areas of concentrated population.
- Availability of sufficient personnel to provide adequate patrol coverage.
- The need to make use of the segway patrol's special advantages such as silent response, greater mobility, etc.

#### **DEPLOYMENT OF SEGWAY OFFICERS**

- Segway officers may be assigned to ride individually except in those instances when the nature of the assignment, location, time of day, weather conditions and/or safety and security concerns would dictate otherwise;
- The City shall not assign a segway officer to a post or extra duty assignment which the City would not assign a single foot patrol officers.

#### **4.1.10 Receipt of Complaints**

The Norwalk Department of Police Service recognizes that to achieve the most efficient use of available patrol division personnel, it is not always necessary or appropriate for a patrol officer to respond to a call for service. Some reports of incidents or criminal activity may be effectively addressed over the telephone or through written or electronic communications. The types of incidents that may be handled over the telephone or by mail include (but are not limited to):

- misdemeanor crimes against property where no suspect exists
- informational reports pertaining to civil matters
- minor misdemeanor crimes when there is no suspect
- harassing phone call complaints when telephone company intervention is necessary
- lost or stolen license plates
- lost or stolen cellular phones

When a call is received reporting an incident that does not require a response by patrol officers, the caller will be instructed to call the Complaint Bureau. If the call is received during the hours of which the Complaint Unit is not staffed, the call will be directed to the desk officer.

If a complaint received by mail fits the above criteria for receipt by the Complaint Bureau or desk officer, the written complaint will be forwarded to the Complaint Bureau. Written complaints that do not fit such criteria will be forwarded to the appropriate division or unit.



#### **4.1.11 On Scene Supervision**

Field supervisors shall monitor radio transmissions to and of field units and be alert for situations where they should respond. Further, there are incidents when it is necessary for a field supervisor to respond to assume command. In such cases, the Communications Division shall immediately notify a shift supervisor of the following circumstances:

- a request for a supervisor from a patrol unit
- emotionally disturbed persons where less lethal weapons may be needed
- serious felony criminal acts have occurred
- all death investigations
- incidents where force has been used by police officers
- accidents of any kind where serious injury or death has occurred
- accidents involving on duty city employees or city owned vehicles or equipment
- accidents involving vehicles from other Law Enforcement agencies
- domestic violence cases involving any sworn officers and/or employees of the department
- any injury to patrol division personnel
- an escape or attempted escape from police custody
- a hazardous waste spill
- a hostage situation or barricaded suspect
- at the request of a citizen
- large parties or gatherings of youth

In addition, the Computer Aided Dispatch System will prompt the dispatcher to notify a supervisor in certain situations.



## CHAPTER 4 .0

### PATROL

#### 4.2 OPERATIONS

##### 4.2.1 Initial Investigations

One of the most important functions of a criminal investigation is the preliminary investigation performed by the patrol officer. The preliminary investigation is the activity that begins when a patrol officer first arrives at the scene of an incident and continues until the investigation is resolved or responsibility is transferred to an investigative unit or other agency.

All crimes and incidents reported to the Norwalk Department of Police Service shall be investigated by a patrol officer with the following exceptions:

- internal complaints
- bad check complaints
- investigations initiated by an investigative unit (Detective Bureau, Special Victims Unit, Special Services, etc.)
- as directed by an officer's supervisor

##### 4.2.2 Follow-Up Investigations

Patrol officers assigned to an investigation of an incident are responsible for completing any follow up investigation of that incident with the following exceptions:

- at the direction of the officer's supervisor
- when the investigation is assumed by an investigative unit or other appropriate agency

Any time that an officer will not be able to conduct investigative follow up, he or she will contact a field supervisor. The field supervisor will evaluate the circumstances and request an investigative unit to follow up the investigation if appropriate.

The assumption of responsibility for follow up investigation will be the prerogative of the supervisor or officer in charge of the investigative unit of which the request is being made.

Occasionally, an investigative unit may commit resources to assist the patrol division with an investigation without assuming follow up responsibility. It is important that the responsibility for follow up investigation be clearly understood between the field supervisor and the supervisor of the investigative unit giving assistance.

##### 4.2.3 Field Interviews

Field interviews (also called vehicle or pedestrian stops) are contacts initiated by a patrol officer who stops, questions, and sometimes does a limited search of a citizen because the officer has reasonable suspicion that the subject may have committed, may be committing, or may be about to commit a crime. Although field interviews do not necessarily lead to arrests, they can have a substantial impact upon persons who might be considering committing a crime. Field interviews increase police visibility and show persons questioned (especially potential offenders) that the police are aware of their presence, identity, and activity in a community.

The following guidelines shall be followed when conducting field interviews:

- Field interviews should be conducted only when an officer has reason to believe that a person is about to or has committed a crime.
- All field interviews shall be conducted according to law. Adequate reason should be based on the actions of the person, his or her presence near the scene of a crime, and similar factors raising substantial suspicion. An officer must be able to clearly articulate the reason(s) for the stop.
- The stop should be limited in time (generally less than 20 minutes). The sole purpose should be to:
  - \* obtain the citizen's identification
  - \* verify it by readily available information
  - \* request cooperation in the investigation of a crime
  - \* verify by readily available information any account of his/her presence or any other information given by the person
- The citizen should be addressed politely and should receive a suitable explanation for the stop.
- Officers may conduct a limited pat down of the person only if there is sufficiently valid reason to believe that the officer's safety or the safety of others so requires. A valid stop does not alone justify a frisk.

Field interviews are fully effective only when the information obtained in a field contact is recorded. Officers conducting field interviews will include such information in the report associated with the case under investigation. If the field interview is conducted based upon self-initiated activity, the officer shall request a case number and complete a report on the information obtained from the field interview.

#### **4.2.4 Identifying Potential Patrol Hazards**

Patrol officers encounter many hazards and obstacles while performing their duties. To improve the officer's awareness of safety, patrol supervisors shall attempt to identify actual or potential patrol hazards. A patrol hazard is any situation, person, property or place that may induce an incident calling for some law enforcement action. These hazards may be permanent or temporary and may vary hourly, daily or seasonally. Typical examples of patrol hazards include:

- labor disputes (strikes or pickets)
- large outdoor events
- residences or buildings where there is a concentration of criminal activity
- gang activity
- severe weather conditions

Patrol supervisors will identify patrol hazards through various means including:

- information gained from members of the department
- other law enforcement agencies
- citizen's complaints
- COLLECT System messages
- review of reports from patrol division and other divisions within the department
- personal knowledge or observation.

Personnel who have identified actual or potential patrol hazards will post the information in the daily briefing, on the bulletin board in the line up room as well as place a memo on the sergeant's clipboard to be read at line up.

#### **4.2.5 Vehicle Operations (general)**

1. Only sworn members of the Norwalk Department of Police Service shall be permitted to operate department vehicles with the following exceptions;
  - Vehicle maintenance personnel in the performance of their duties.
  - or
  - At the direction of the commanding officer of the unit to which the vehicle is assigned.
2. Passengers in department vehicles will be limited to persons necessary to be transported for official police business or functions. Exceptions to this may be made for specific purposes by division commanding officers.
3. Members of this department will obey and abide by all applicable state and local laws pertaining to operating motor vehicles.
4. Sworn officers must possess a valid Connecticut Operator's license. If for any reason, an officer's license becomes invalid, the officer must immediately notify his/her supervisor who will take the appropriate action.
5. Approved child restraint systems shall be available at police headquarters in the event a child six years of age or under or weighing less than sixty pounds must be transported in a department vehicle.
6. Officer shall not leave their vehicles running unattended except for exigent circumstances, to maintain operation of emergency lights, or as a K9 vehicle.

#### **4.2.6 Seat Safety Belts**

Pursuant to Section 14-100a(c) of the Connecticut General Statutes, safety belts shall be worn at all times (with the below exceptions) by drivers and front seat passengers in all vehicles owned, leased, or rented by the city or department. The seat safety belt(s) shall be properly worn and adjusted. This shall also apply to the operation of privately owned or other vehicles while used on duty.

Pursuant to Section 14-100a(c)(3) of the Connecticut General Statutes, officers engaged in the operation of an authorized emergency vehicle under emergency conditions are exempt from the requirement to use safety belts. To qualify for this exemption, the operation of the vehicle must comply with the definition of an emergency vehicle as defined by Section 14-283 of the Connecticut General Statutes.

Although officers operating emergency vehicles are exempted by state statute from the requirement to use safety belts, members of this department are strongly encouraged to use safety belts when operating vehicles under emergency conditions.

#### **4.2.7 Routine, Urgent, and Emergency Response**

The Norwalk Department of Police Service classifies the motorized response to radio calls as either emergency or non-emergency. The call taker is responsible for receiving, evaluating and classifying calls for service. However, it is the responsibility of the responding officer to interpret the information given by the dispatcher, along with the officer's experience and training, to determine the appropriate response.

An emergency is a set of circumstances that requires immediate action and response. Officers must use their discretion, along with all the facts available through the dispatcher, or other sources to determine whether an emergency response is appropriate and/or necessary.

When responding as an emergency vehicle, marked patrol vehicles will use emergency warning lights and audible warning device (siren).

Unmarked vehicles not equipped with emergency lights and siren and undercover vehicles shall not engage in pursuits and shall not respond as emergency vehicles.

All pursuits by members of this department will be governed by departmental Directive 4.7 and applicable state statute.

Vehicles responding to calls considered non-emergency in nature but urgent in the opinion of the operator shall proceed forthwith to the scene obeying all traffic laws. Emergency equipment should not be utilized unless delays are encountered that would unduly retard the officer's progress. In that case, the emergency equipment may be used until the delay has been resolved, then normal operation should continue.

Non-emergency calls are those where an immediate response is not required to protect life or property, are more service oriented, and routine in nature. Officers shall respond to the scene under normal vehicle operation obeying all traffic laws and without the use of emergency equipment. In the event additional information is received and/or developed that leads the officer to believe (due to his training and experience) that an expedited arrival is now needed, he shall modify his response accordingly as set forth in this section above.

#### **4.2.8 Mandated Reporters**

All sworn personnel are mandated reporters of suspected abuse, neglect, or exploitation of certain groups of people in accordance with Connecticut General Statutes 17a-101, 46a-11b, 17b-407, and 17b-451. These groups include children, persons with disabilities, the elderly, and residents of long-term care facilities.

Any officer, whether on or off duty, who becomes aware of an incident involving suspected abuse, neglect, or exploitation, of the above stated groups shall immediately report such incident to the appropriate investigative agency (DCF, DSS, etc) as well as the appropriate investigative division within the Norwalk Police Department or outside law enforcement agency if the incident occurred outside the City of Norwalk. Failure to report such incident may result in disciplinary action and/or subject the officer to criminal prosecution.

#### **4.2.9 Notifications**

During the course of field operations, it often becomes necessary to notify various agencies or organizations to summon services or assistance. Other agencies may be useful in providing necessary information to the public. The following procedures will be used when contacting the agencies listed below:

##### **Medical Examiner's Office**

When necessary, field supervisors will contact a medical examiner pursuant to the provisions of Directive 4.9. The State Medical Examiner's Office assigns an Assistant Medical Examiner to the Norwalk area. This Assistant Medical Examiner may be contacted directly by telephone at the number

on file in communications. If attempts to contact the Assistant Medical Examiner are unsuccessful, the State Medical Examiner's Office shall be called.

## **Department of Public Works**

City of Norwalk Department of Public Works (DPW), personnel will respond to hazardous road situations such as:

- debris obstructing the roadway
- hazardous road conditions due to ice, snow or high water
- hazardous road conditions due to spills. (Not chemical or hazardous waste spills)
- other threats to public travel

During normal business hours, communications personnel will contact the DPW foreman at the designated number.

On a weekly basis, the Superintendent of Maintenance for the DPW will notify the Communications Division of the supervisor on call for responding to emergency requests after-hours. When needed for after-hours response to emergency situations, a field supervisor will be contacted for authorization.

Depending upon the nature of the hazard, it may be necessary for an officer to remain on the scene until DPW personnel arrive to abate the hazard. A field supervisor will be contacted to determine whether an officer should remain stationed at the scene or otherwise mark the location to warn motorists of potential danger.

## **News Media**

The news media can be a valuable aid to law enforcement by promptly warning the public of existing hazards within the city. When appropriate, the platoon commanding officer or his/her designee should notify the local radio stations of the following circumstances:

- road closures by police due to accident or other hazard
- chemical spills or accidents
- hazardous road travel due to weather
- impending severe weather such as storms or flooding conditions

All other news releases are subject to the provisions of Chapter 9.2 of this directives manual.

The telephone numbers for the local media are maintained on file in the Communications Division.

## **Public Utilities**

Emergency phone numbers for the various public utility companies will be maintained on file in the Communications Division. When requested by an officer or directed by a supervisor, Communications personnel will contact the appropriate public utility to make notifications. Such notifications shall include:

- reported or suspected natural gas leak
- electrical power outages
- water line breaks
- fallen/broken utility poles or wires
- any other situation that poses a hazard or disruption of public services

## **4.2.10 Reporting and Investigations of Missing Persons**

### **Definitions**

For the purposes of this directive, the following definitions will apply:

**Missing Person** - Any person who is reported missing to a law enforcement agency until the person is located or determined to be a voluntarily missing adult. It also includes any child who is missing voluntarily or involuntarily, or under circumstances not conforming to his or her ordinary habits or behavior and who may be in need of assistance.

**Runaway** - Any child who is voluntarily missing.

**Stranger Abduction** - Missing person taken/kidnapped by a stranger (includes cases of a known abductor who is not a family member).

**Lost** - Missing person who has strayed away and whose whereabouts are unknown.

**Suspicious Circumstances** - Circumstances which give rise to the belief that "foul play" may have been involved; the disappearance is out of character for the individual, and no known reason can be determined.

**Parent/Family Abduction** - A child who has been taken, detained, concealed, enticed away, or retained by a parent, or non-parent family member.

**Dependent Adult** - Adult who has physical or mental limitations which restrict his/her ability to carry out normal activities (i.e., Alzheimer's disease, mentally handicapped).

**Voluntary Missing Adult** - Missing adult who has left on his/her own free will.

**Unknown Missing** - Child or adult who is reported missing, but there are insufficient facts to determine the circumstances.

**Catastrophic Missing** - Missing person is possibly a victim of a disaster (i.e., boating accident, plane crash, earthquake, flood, fire, terrorist act, etc.).

### **Investigation of Missing Persons**

This directive shall be used in conjunction with Directive 7.2.13 for any investigation involving a missing child.

All reports of missing persons, regardless of the circumstances, shall be accepted and investigated pursuant to law and departmental directives. There is no requirement to wait a certain time period before a report is taken and an investigation initiated. A report shall be accepted regardless of the jurisdiction the person is missing from. In a case where the missing person resides in another jurisdiction, the investigating officer shall promptly notify that law enforcement agency.

### **Evaluating Circumstances**

During the initial investigation, the officer should attempt to obtain as much information regarding the missing person as possible in order to assist in evaluating the exposure or potential risk of endangerment of the missing person. The officer shall be sensitive to the emotions of the person making such report. This information will also be useful in determining the type and amount of



resources which may be devoted in finding the missing person. The type of information that may be collected regarding the missing person includes:

- physical condition
- emotional state
- photograph of the missing person
- any communications left such as notes, emails, voice mails, etc.
- information from personal electronic devices (cell phones, personal computers, screen names, email names, websites visited, etc.)
- personal belongings such as clothing taken or missing, and/or weapons
- contact with friends, relatives or employers
- recent bank or credit account activity
- locations frequented by the missing person
- previous history of similar conduct, is the disappearance out of character for this person?
- available transportation
- client of Project Lifesaver – see Directive 4.2.11

After evaluating risk factors, an officer may make a determination that the missing person may be endangered. If such a determination is made, the efforts shall be made to attempt to locate the missing person. Such efforts may include seeking information from:

- friends, relatives, employers
- financial institutions
- medical facilities or pharmacies

Officers must evaluate whether there is any potential crime scene area and/or potential witnesses and take the appropriate investigative steps. Consideration should be given to obtaining materials that may contain a DNA sample.

Officers must also be aware that some absences of adults are purely voluntary and there may be limited, if any, resources the reporting party may have in locating, or obtaining information about the missing person.

## **Adults**

If the officer's investigation determines that the person is missing under suspicious circumstances, is a dependant adult, is lost, is abducted by a stranger, or is a catastrophic missing person, the officer shall ensure that adequate follow-up is conducted. All on-duty officers shall be notified as well as the information passed on to the oncoming shifts if not located.

The Notify Norwalk System (reverse 911) shall be considered and/or the Silver Alert system may be activated if qualifying criteria are met. See Chapter 7, Appendix B, Amber Alert/Missing Child/Silver Alert Request activation requirements as set forth by Connecticut DESPP in Form DPS-81-C.

Officers shall prepare an informational flyer with identifying information and photograph, if available. The investigating officer shall ensure that dispatch enters the missing person into the COLLECT and NCIC systems within two hours. Once an NCIC number is obtained, Dispatch shall also enter the missing person into the "NamUs" Department of Justice System. The investigating officer shall conduct appropriate investigative follow-up in an effort to locate the person. Other resources may be requested to assist in this activity.

The assigned officer shall contact his immediate supervisor informing him of the details. The supervisor shall contact the Detective Division if the investigation reveals the possibility that the person missing is by some means other than the category of a voluntarily missing adult.

## **Juveniles**

If the missing person is a juvenile, the matter shall be handled in accordance with normal investigatory procedures as outlined in Directive 7.2.13. In cases where there is suspicion as to the manner of disappearance, a supervisor shall be notified who shall notify the Special Victims Unit for assistance if warranted.

Officers should examine any court orders and thoroughly investigate any custody matters involving juveniles. The Amber Alert/Missing Child/Silver Alert System and/or the reverse 911-Notify Norwalk may be activated if qualifying criteria are met.

## **Searches**

When an officer determines based on the investigation, that a search for a missing child or adult should be initiated, the search should be conducted in the immediate and surrounding area in a logical and systematic manner.

Arrange for processing any potential crime scene for evidence

- Identify and interview potential witnesses
- Plan and execute a systematic search which should include the last known location of the missing person and any likely locations where the person may have gone
- Retrieve any personal items that contain the missing person's scent (for search dogs)

If a search is initiated, additional resources will most likely be required. Available resources include:

Norwalk Fire Department and Rowayton Volunteer Fire Department  
Connecticut State Police field and air units  
Law enforcement canine units  
DAWGS (Disaster and Wilderness Ground Searches, Inc.)  
Volunteer groups

## **Reporting and follow-up requirements**

Information about the missing person shall be entered into the COLLECT system pursuant to their established protocols. Officers shall complete and submit all required reports.

Officers assigned to investigate missing persons shall ensure they conduct the appropriate follow up. Officers shall initiate a follow-up contact with the reporting individual on a regular basis, but in any event no less than once each week to determine if there is any additional information which might assist in locating the missing person.

Officers shall ensure that the COLLECT, NCIC, and NamUs entries of missing persons who have been located are cancelled. The cancellation numbers shall be noted in a supplemental report.

#### **4.2.11 Project Lifesaver**

Project Lifesaver is a public safety program designed to protect and locate missing persons of Alzheimer's disease, dementia, Autism, Downs Syndrome and other cognitive conditions that may cause a person to wander from their caregiver. Project Lifesaver places personalized wristband radio transmitters on identified persons. The transmitters emit an automatic tracking signal every second, 24 hours a day. This signal is tracked on the ground or in the air over several miles assisting caregivers and law enforcement agencies in locating those who cannot help themselves. Individuals who are participating in the program are designated within the LEAS system so an "alert" is triggered when their name or address is entered into LEAS.

Members of the Norwalk Department of Police Service will be trained in Project Lifesaver. The Project Lifesaver training consists of operation of the mobile locator tracking equipment, the personalized radio transmitters, and key techniques to address behavioral and communication challenges specific to Project Lifesaver clients.

If a call for service is received by Communications that a member of Project Lifesaver is missing, Dispatch shall notify a supervisor and request an on-duty Project Lifesaver certified officer respond to the scene of the reported missing person to initiate the tracking system. If a trained officer is not available, assistance will be sought for surrounding agencies who may have certified officers available to respond. Should no trained officers be available, the shift supervisor shall authorize an off-duty officer be contacted to respond. A list of certified officers shall be maintained by Communications.

This directive shall be used in conjunction with Directives 4.2.10 and 7.2.13 for any investigation involving a missing person or child.



## **CHAPTER 4.0**

### **PATROL**

#### **4.3 TRAFFIC LAW ENFORCEMENT**

##### **4.3.1 Uniform Enforcement Procedures**

One of the primary goals of traffic law enforcement is the reduction of accidents and their resulting fatalities, injuries and property damage. A second goal is to seek voluntary compliance with the traffic laws by the motoring public.

Norwalk Department of Police Service personnel shall use discretion in determining the level of enforcement action to be taken, consistent with Directive 1.1.4. The level of enforcement should be commensurate with the degree and severity of the violation.

Officers shall take the appropriate enforcement action for each traffic law violation witnessed or reported to them. All enforcement action will be accomplished in a firm, fair, courteous and impartial manner, using the following procedures:

- verbal/written warning
- infraction
- misdemeanor summons
- physical arrest

##### **Verbal/written warning**

Officers may issue a verbal or written warning to an offender if the offense committed is trivial, few, and free of willful or repeated intent, or for non-serious equipment violations, minor moving violations, or newly enacted traffic laws. Written warnings may also be used when the officer feels it necessary to cause an inspection of a vehicle by Motor Vehicle Department personnel, due to one or more equipment violations.

##### **Infractions**

The issuance of an infraction shall not be deemed an arrest or an offense as defined in Connecticut General Statute 53a-24. Officers, in most cases, will issue an infraction in the field. Infractions may be issued for moving violations, some parking violations, and equipment violations, when in the officer's judgment, a warning is not appropriate.

Custody arrests shall not be made for infractions except in situations such as:

- motorists who reside in a state which does not participate in the reciprocating agreement pact with the State of Connecticut (re: Connecticut General Statute 51-164o)
- offenders who have been charged with additional misdemeanor or criminal charges

##### **Misdemeanor Summons**

Generally, when a summons is used for a misdemeanor offense, the officer shall have the option of releasing the offender on his/her own recognizance (Promise to Appear) if it is believed that the offender will appear on the specified court date.

When making this determination, consideration should be given to the following factors:

- employment
- character and mental condition
- length of residency in the area
- record of convictions
- record of appearances in court
- instructions received from court/state statute
- seriousness of offense
- any other relevant information

Physical custody is not required in all cases. Pursuant to law, custody shall be made in the situations described below.

### **Physical Arrest**

Physical arrests are not normally made for traffic violations. When arresting a violator for a misdemeanor offense, a custody arrest is permitted at the discretion of the officer, with approval of the officer's supervisor.

Pursuant to Connecticut General Statute 14-140, custody arrests shall be made in the following situations:

- Connecticut General Statute 14-227a -Operating motor vehicle under the influence of liquor or drugs
- Connecticut General Statute 53a-119(a)(d)-Using a motor vehicle without the owner's permission
- Connecticut General Statute 14-224 - Evading responsibility, when it involves extensive property damage, serious injury or death

In addition, custody may be appropriate when:

- traffic offenses are committed during the commission of other crimes
- motor vehicle offenses committed by non-resident operators of states which do not have reciprocal agreements with the State of Connecticut
- the violator refuses to sign the summons in the appropriate place and is therefore unwilling to guarantee their appearance in court at the date and time specified via a written promise
- the officer believes the action which caused the violation will continue after the violator is released
- arrests by warrant
- felony arrests

Circumstances, which may preclude an officer from making a custody arrest, include:

- when an offender is injured and transported to a medical facility
- when directed by a supervisor to do otherwise

### **Traffic Stop Statistics**

The Department prohibits the stopping, detention, or searching, of any person when such action is solely motivated by considerations of race, religion, color, ethnicity, age, gender, or sexual orientation, and the action would constitute a violation of the civil rights of the person. Officers shall record and retain the statistical information related to each motor vehicle traffic stop as required by state law. This

record shall be made by completing the appropriate form provided by the State or through similar means as may be made available through the Department's Mobile Data Terminals.

A traffic stop is defined as any time an officer initiates contact with a vehicle resulting in the detention of an individual and/or vehicle. A traffic stop does not include providing assistance to a motorist, traffic citations arising from an accident, or a stop that has been linked to another specific incident, i.e. vehicle wanted in connection to another crime.

Elements of the stop that must be reported include not only the date, time, geographic location, and age of motorist, but also the following:

- Nature of the stop – investigation, violation, or equipment
- Result of the stop – arrest, summons, infraction, or written/verbal warning
- Statutory citation for stop – list statute
- Statute resulting from stop – highest charge if different from initial reason for stop
- Motorist Connecticut resident – yes or no
- Enforcement category – general, blind (LPR), or checkpoint
- Search conducted – yes or no
- Authority to search – consent, inventory, other
- Search disposition – contraband and/or evidence discovered
- Custodial arrest – yes or no
- Duration of stop – 0-15, 16-30, or over 30 minutes
- Towed – yes or no

Officers must record their perception of race, ethnicity, and gender of the operator based on the totality of the contact. Officers shall not inquire race, ethnicity, or gender from the operator of the vehicle.

Officers must notify the operator that if such person believes they have been stopped, detained, or subjected to a search solely based on race, color, ethnicity, age, gender, sexual orientation, religion, or membership in any other protected class, such person may file a complaint with the Department. Officers must provide instructions on how to file such complaint.

Exception: data must be recorded for all traffic stops unless the officer was required to leave the location of the stop, prior to providing such instructions, in order to respond to an emergency or some other exigent circumstances within the scope of such police duties.

An electronic monthly report will be submitted to the Office of Policy and Management of information recorded pursuant to Connecticut General Statute.

#### **4.3.2 Special Circumstances**

From time to time, violations occur which require officers to deviate from the procedures outlined above. Examples of these extraordinary situations include:

- non-residents of the State of Connecticut
- juveniles
- legislators
- diplomats
- military personnel

## **Non-residents of the State of Connecticut**

Enforcement of traffic violations by non-residents of the State of Connecticut will be handled pursuant to Section 51-164o of the Connecticut General Statutes. The Infractions Schedule, form JD-CR-3, lists the participating states in the No Bail Compact.

## **Juveniles**

All matters pertaining to members of the Norwalk Department of Police Service pertaining to juveniles shall be handled pursuant to Directive 7.0 and applicable law.

When dealing with minor motor vehicle violations committed by persons under the age of eighteen, the officer may:

- refer the matter to the Special Victims Unit for follow-up
- issue a verbal warning to the violator, a parent or guardian
- temporarily detain the juvenile for an offense requiring an arrest and release the juvenile into the custody of parents or another proper person

If an officer elects to cite a juvenile for an infraction or summonsable offense, the officer shall issue an infraction or adult summons, pursuant to law.

Section 53a-57 of the Connecticut General Statute, Misconduct with a Motor Vehicle is a "Serious Juvenile Offense", and as such, shall be handled pursuant to Directive 7.0.

## **Legislators**

Senators and Representatives of the Connecticut Legislature have limited privilege from arrest pursuant to Article III, Section 15 of the Constitution of Connecticut while traveling to and from the capitol. At all other times, they shall receive the same treatment as all other citizens.

## **Diplomats**

The United States Department of State has issued guidelines regarding the police role when detaining or arresting foreign nationals. A copy of these guidelines along with phone numbers for the Diplomatic Motor Vehicle Office can be accessed at the U.S. Department of State, Office of Foreign Mission, DMV, website.

Whenever an officer of this department arrests, imprisons, or otherwise detains a foreign national, such officer must promptly inform the detainee of his right to have his government informed of such event.

## **Military personnel**

Military personnel shall be treated the same as all other citizens. Whenever an investigation involves military personnel, and in the judgment of a field supervisor, a representative of the military should be present or whose assistance may be required or helpful, the following military authorities should be contacted.

### Navy or Marine Personnel

Duty Officer  
Submarine Flotilla Two  
Groton, CT.  
Phone 449-3676



Air Force Personnel  
Law Enforcement Desk Officer  
Pease Air force Base New Hampshire  
Phone (603) 436-6020

Army Personnel  
Fort Devins Military Police  
Off Post Operations  
Fort Devins, MA  
Phone (508) 796-3955/3333

Army Personnel (Alternate)  
Provost Marshal, Headquarters  
First United States Army  
Fort George G. Meade, MD.  
Phone (301) 677-5083

#### **4.3.3 Traffic Infraction or Summons Information**

Members of the Norwalk Department of Police Service shall provide specific information relating to the charge(s) to any individual issued an infraction, summons, or written warning to include:

- court appearance or answer date
- whether or not a court appearance is required
- whether or not the violator may be allowed to enter a plea and/or pay the fine by mail

##### Court date for summons

The court date for a motor vehicle summons shall be set according to State and Local Court protocol, but in no case will the court date be set for less than three days after the issuance of the summons. The court date will not be set on any legal holiday or on any other day on which the court will not be in session. The officer shall advise the motorist that a court appearance is mandatory.

##### Answer date for infractions

The answer date for an infraction shall be set as the second Friday after the date of the offense, even if such Friday is a holiday.

Instructions about responding to an infraction are explained on the violator's copy of the infraction. The issuing officer shall ensure that all of the required information is included on the infraction including:

- the amount of the fine
- the answer date
- the specific violation(s) charged

The issuing officer shall provide the reply envelope to the violator, and ensure that the violator understands the infraction and the response instructions. The officer shall courteously answer questions that the motorist may have.

#### **4.3.4 Uniform Traffic Enforcement Policies**

Uniform traffic enforcement policies assist in obtaining the public's voluntary compliance with traffic laws and regulations. The uniform traffic enforcement policy will not supplant an officer's judgment and

discretion as each situation differs from another. The officer's training, experience, and common sense shall be applied to each situation, while using the uniform enforcement policy as a guideline.

### **Driving while under the influence of liquor or drugs**

Arrests will be determined by the driver's observed operation of the vehicle, involvement in an accident, field sobriety tests and blood alcohol tests. Officers shall arrest all operators found to be in violation of this statute, unless extenuating circumstances exist.

### **Speeding violations**

Legally, there is no defense for exceeding the posted speed limit or for driving faster than conditions permit, however slight. Practically, however, there exists sufficient reason to believe that certain factors (such as improperly calibrated speedometers) may give the operator cause to believe his/her speed may have been less than the speed recorded by the officer.

Discretion should be exercised when determining if a warning or citation is appropriate. Consideration should be given to the following factors:

- weather conditions
- traffic volume
- pedestrian traffic
- time of day
- magnitude of violation
- specific objective of officer's assignment

### **Hazardous violations**

Hazardous traffic law violations are defined as those violations of any law or regulation affecting the use or protection of streets or highways enacted primarily to regulate the safe movement of vehicles and pedestrians. There are two categories of this violation:

- unsafe behavior
- unsafe condition

Unsafe behavior is an action or omission in traffic law which is hazardous even when vehicles, streets or highways, and people involved are in legal condition.

Unsafe condition is causing or permitting an illegal and possibly hazardous condition of a driver or pedestrians in traffic, streets or highways used by traffic and/or vehicles used in traffic.

As a general rule, officers shall issue a summons or infraction to an operator who has committed such a violation. This should not preclude an officer from taking lesser action.

### **Other non-hazardous violations**

Minor, non-hazardous violations may be resolved by a verbal or written warning. Subsequent violations may necessitate the issuance of a summons or infraction.

### **Equipment violations**

When a vehicle is found to be in violation of several equipment requirements, or it is a repeat or serious equipment violation, the operator of said vehicle generally will be issued an infraction.

Minor or non-repeat equipment violations may be resolved with the issuance of a verbal or written warning. A written warning may be appropriate when the officer believes that the violation requires an inspection of the vehicle and/or equipment problem by Department of Motor Vehicle personnel.

### **Multiple violations**

As a matter of policy, the fact that an operator has committed multiple traffic violations should not preclude an officer from issuing a summons or infraction for each violation. However, there are circumstances where it would be inappropriate for this to occur. The circumstances include:

- Situations where the violations under consideration are similar, in that one law exists for the purpose of compliance with another law.  
Example: When an operator has failed to stop as required and his/her actions result in a right-of-way violation, an infraction would be issued for the stop sign, but it would be inappropriate to also take action for the failure to grant the right of way violation.
- Cases where the violation is an all-inclusive charge, i.e. the second and successive charges would be critical for the successful prosecution of the first or primary charge.  
Example: An operator has been charged with reckless operation would not be additionally charged with passing in a no-passing zone or speeding, if those are important factors in the case of reckless operation.

In instances where multiple violations can be classified separately as hazardous and non-hazardous, they should be dealt with separately.

Example: An operator is stopped for following too closely and is subsequently found to be operating without a license. An infraction may be issued for each violation.

### **Newly enacted laws and ordinances**

The Norwalk Department of Police Service recognizes the need to educate the motoring public on newly enacted laws and regulations with which they must abide. Whenever possible, the department will alert the public to any such enactment by way of press releases or through the issuance of verbal and written warnings for a specified grace period. Procedures regarding the enforcement of newly enacted regulations shall be determined by the Chief of Police on a case by case basis. When determining enforcement procedures, factors which may influence how the regulation is enforced may include:

- the content of the law/regulation
- State mandated policies
- other mitigating factors

### **Commercial vehicle/Public carrier violations**

Enforcement policies shall be the same as those for private passenger vehicle violations. Officers however, shall be aware that specific regulations exist which are applicable to these special classes of vehicles. Enforcement assistance may be sought from the Department of Motor Vehicles or Connecticut State Police.

#### **4.3.5 Traffic Enforcement Techniques and Practices**

Traffic law enforcement functions will be conducted based upon the principle that the most effective deterrent to traffic law violations is visible patrol in a marked vehicle, and in the interest of maintaining a posture of prevention as opposed to apprehension.

Directed patrol can also be assigned should a particular location or violation be targeted for enforcement. The use of stationary enforcement techniques should generally be overt. This can include:

- officers parking a marked vehicle and writing reports in plain view of the motoring public
- officers parking a marked vehicle in a conspicuous location to monitor traffic
- Speed Measuring Trailer

The use of covert enforcement in unmarked vehicles is not encouraged, as deterrence is as critical a function as detection. A supervisor may authorize that a situation exists in which the use of an unmarked vehicle is necessary or required.

Should a non-uniformed officer in an unmarked vehicle not equipped with emergency lights and siren (Detective Division, Special Victims Unit, etc.) observe a traffic violation deemed worthy of attention, he/she will contact headquarters via radio for a marked patrol vehicle to be assigned to assist in stopping the violator.

#### **4.3.6 Use of Emergency Equipment**

The proper use of emergency equipment is essential to the safety of the officer and other motorists. Officers shall utilize emergency equipment when it is necessary to alert the motoring public.

The activation of emergency equipment does not preclude an officer from operating or parking the vehicle with due regard to the safety of all persons.

Specific guidelines regarding routine, urgent, emergency response and pursuit are detailed in Directives 4.2 and 4.7. The following guidelines pertain to the operation of emergency equipment during traffic enforcement.

For the purposes of this directive, emergency equipment includes:

- emergency lights (red/blue/white)
- siren and horn
- spotlights/takedown lights
- public address system

#### **EMERGENCY LIGHTS**

Officers shall use emergency lights when making traffic stops in order to signal the violator of the officer's desire for the violator to pull over, and to warn oncoming traffic of the stop and to safeguard the scene of the stop. Once the vehicle is stopped, the officer may elect to leave all or part of the emergency lighting active depending upon the location and situation.

#### **SIREN**

Officers shall utilize the siren when necessary to alert a violator of the officer's desire for him/her to pull over. The siren shall only be utilized if the emergency lights and horn have failed to get the violator's attention.

The siren should be utilized discriminantly as its sound may unnecessarily startle the violator or other motorists.

Officers should be cognizant of the fact that when the siren is used, the violator or other motorists may make sudden stops or movements in response to the siren.

## **SPOTLIGHTS/TAKEDOWN LIGHTS**

Officers shall only use spotlights or takedown lights following the stop itself and for officer safety. They may be utilized to illuminate the interior of the violator vehicle, and to retard the view of the violator from looking back towards the officer's vehicle.

The spotlights or takedown lights shall not be used to signal offenders to stop, or activated while traveling, as they may cause the violator or other motorists to become temporarily blinded by the glare of the lights.

Spotlights and takedown lights may also be used in non-traffic enforcement situations, such as but not limited to:

- illuminating crime scenes
- illuminating (locating) house numbers
- illuminating areas in assisting the public

## **PUBLIC ADDRESS SYSTEM**

The public address system is a tool to be utilized during a traffic stop when the actions of the occupants of the violating vehicle can be directed more safely from a distance, thereby increasing officer safety. This may be especially important when conducting high-risk motor vehicle stops.

In addition to traffic enforcement, the public address system may also be used to warn the public of unusual circumstances or emergency conditions.

### **4.3.7 Traffic Citations and Arrest Reports**

Traffic summonses and infractions form the basis for prosecution and ultimate adjudication of traffic violations.

The Norwalk Department of Police Service uses preprinted *Infraction Complaint* (JD-CR-2) and *Misdemeanor M/V Summons and Complaint* (JD-CR-1) provided by the State of Connecticut. These forms will generally alleviate the need for officers to prepare a Norwalk Department of Police Service Complaint/Incident report. All information necessary for prosecution and record keeping appears on these forms. If the facts of the case are too lengthy, or circumstances require a more detailed report that will not fit on the back of the preprinted forms under "Officer's Report to Prosecuting Authority", the officer shall complete a supplemental report under the same case number, including the additional information. The officer shall note on the preprinted form in the space provided, "SEE SUPPLEMENTAL REPORT". In the case of motor vehicle accidents, the officer should note "REFER TO ACCIDENT REPORT" in this area.

When issuing an Infraction Complaint or a Misdemeanor M/V Summons and Complaint, the following procedures shall apply:

- all paperwork will be filled out in ink
- all paperwork will be completely and neatly filed
- all spaces requiring information shall be completed
- answer/court date shall be assigned

- the Norwalk Department of Police Service case number
- the officer shall ensure that in the case of a misdemeanor, the violator has signed the PTA
- if supplemental reports are completed, the prosecutor copy shall be attached to the summons or infraction
- the last page of the infraction or summons will be issued to the violator
- the remaining copies and supplemental reports (if any) will be turned over to the desk officer

#### **4.3.8 Accountability for Traffic Citations**

The Court Officer is responsible for ordering, receiving and distributing Infraction and Summons booklets.

The Court Officer shall distribute booklets to the commanding officer of each platoon as necessary.

The commanding officer of each platoon is responsible for distributing infraction and summons booklets to personnel under their command (and to other officers requesting such items), and shall ensure that the following procedure is followed:

- infraction and summons booklets are kept in each platoon office
- booklets are distributed to officers by supervisors only
- as each booklet is distributed, the receiving officer shall complete the card entitled *Retain in Police Department*, with the required information
- the completed card is forwarded to Central Records to be filed in numerical order with other completed cards

#### **LOST/STOLEN/CANCELED INFRACTION OR SUMMONS**

From time to time, it may become necessary to cancel traffic citations issued by an officer. Instances where cancellation may be necessary include:

- when an error is made in completing a citation
- when the citation is damaged
- when directed by a supervisor due to the fact that a citation was improperly issued

In the case of lost, stolen or canceled traffic citations, the officer shall file a memorandum to their patrol supervisor.

The patrol supervisor shall:

- review the circumstances detailed in the memorandum
- forward their recommendation on the matter along with the officers memorandum and the citation (if available) to the commanding officer

The commanding officer shall review the circumstances and in the case of lost or stolen citations, the citation number(s) and a copy of the memorandum will be forwarded to the Deputy Chief for record keeping purposes.

In the case of voided citations, the commanding officer shall determine whether or not to authorize voiding the citation.

If the voiding of the citation is not authorized, the citation shall be returned to the issuing officer for proper processing. If voiding the citation is authorized, the voided citation shall be forwarded to the Court Officer along with a copy of the officer's memorandum for record keeping purposes.

The Deputy Chief of Operations or his designee shall conduct a periodic review of:

- citation book receipts
- maintenance and storage of un-issued citations
- observation of canceled/voided tickets and reports
- review of other pertinent data as required

## **VOIDING E-TICKETS**

Once an officer selects the print/issue option on the e-ticket screen, the following screen allows an officer to select save or void. If void is selected, the officer must also complete the reason box on the screen. Once both sections are completed e-ticket is voided.

If the voiding of an e-ticket is authorized by the commanding officer after it has been issued, it may be voided from the computer system if it is within the first three days after initial issue. E-tickets are held by Nexgen for three (3) days before being transmitted to the Centralized Infraction Bureau for processing. During those three days an e-ticket may be voided through the same series of options as stated above by referencing the NPD case number.

### **4.3.9 Relationship with Traffic Violators**

Traffic law enforcement is one of the routine tasks performed by patrol officers, but it may be an extremely emotional experience for the offender. Officers should be cognizant of the fact that in many instances, the contact between the police and a traffic violator, may be the only contact the citizen has with a police officer, and should therefore strive to make each contact educational, and leave the offender with the impression that the officer has performed a necessary task in a professional manner.

The following procedures are recommended in order to maintain a high level of professionalism and to minimize conflict between the officer and the offender.

- be certain that the observations of the offense are accurate without reservation
- be alert at all times for the unexpected, but not obviously apprehensive
- present a professional image in dress, grooming, language, hearing and emotional stability
- be prepared for the contact by having the necessary forms readily available
- decide on the appropriate enforcement action based upon the offender's actions, not attitude
- whenever possible, decide on the enforcement action to be taken prior to the initial contact with the offender
- greet the offender with the appropriate title and in a courteous manner
- inform the offender of the violation and intended enforcement action
- ask for the offender's operators license, insurance identification and registration information
- allow the offender to reasonably discuss the offense
- complete the required documentation as necessary or issue a warning
- explain what the offender is required to do as a result of the enforcement action taken
- make sure the offender knows when and where to appear if a court appearance is required
- do not predict the actions of the court
- check for signs for physical impairment, emotional distress and alcohol and/or drug abuse
- return the offender's license, insurance identification and registration and a copy of the citation or warning, if applicable
- assist the violator in safely re-entering the flow of traffic

#### **4.3.10 Procedures for Stopping and Approaching Traffic Violators**

While no two traffic stops are identical, the following are recommended procedures when an officer conducts a motor vehicle stop for a traffic offense.

When initiating a traffic stop, the officer should:

- choose the stop location carefully, avoiding curves, hill crests and intersections
- inform the dispatcher of the vehicle's registration number, description of vehicle, number of occupants, and location for the stop
- activate emergency lights and use horn and/or siren as necessary to alert driver of your presence
- position the patrol unit approximately 15 feet behind the stopped vehicle and offset to the left about 3 feet into the traffic lane. Turn the front wheels to left, leave the engine running and driver's door unlocked. Consider who may be in the immediate area of the patrol vehicle when leaving it unattended
- before exiting the patrol vehicle, observe the occupants of the stopped vehicle for 10-15 seconds and be alert to unusual or suspicious movements
- at night, the spotlight and/or takedown lights should be used to conceal the officers movements and to illuminate the stopped vehicle
- if the offender exits vehicle, they should be asked to return to the vehicle
- officers should be ready to take evasive action if the offender advances toward the officer
- while approaching a stopped vehicle, observe occupants, check for altered registration plates, check trunk to see it is closed and properly locked (with the lock intact) observe interior for weapons or concealed passengers
- officers should avoid standing between the patrol vehicle and stopped vehicle, and at night should avoid crossing in front of spot or takedown lights
- stand beside the vehicle as close as possible and to the rear of the driver, while monitoring any passengers
- keep constant view of the hands of the operator and passengers
- avoid reaching inside a stopped vehicle
- handle license and other paperwork with non-gun hand

While conducting the motor vehicle stop, officers should:

- check for license validity, driving record, wants or warrants by running a computer check on vehicle, operator or occupants as appropriate
- return to patrol vehicle to write citations or take notes, being alert to look up periodically to monitor activities of occupants of stopped vehicle
- when returning to the stopped vehicle, note any changes in the vehicle or in actions of the operator or passengers

Once the stop is completed the officer should:

- allow the stopped vehicle to re-enter traffic first
- turn off emergency lights or other auxiliary lights before re-entering traffic

#### **4.3.11 Unknown or High Risk Vehicle stops**

##### **STOPPING PROCEDURE**

- Unless it is absolutely necessary, do not attempt to immediately stop the vehicle



- Take time to formulate a plan of action and request assistance
- If possible, follow the vehicle until assistance arrives
- Notify communications of the circumstances, your location and direction of travel
- When the vehicle has stopped, immediately exit your vehicle
- Consider using your vehicle for cover

### CONTROLLING THE SUSPECT

- Quickly identify yourself and clearly give orders one at a time
- Order the driver and any front seat passengers to face straight ahead and place their palms against the front windshield with their fingers spread apart
- Order the driver to keep his right palm against the windshield, use his left hand to turn off the ignition, remove the keys and drop them out the left-side window
- Order any rear seat passengers to place their hands on top of the front seat with their palms up and fingers spread apart, or order them to slowly raise their arms above their shoulders and without turning around place both palms against the rear window with fingers spread apart

### REMOVING THE SUSPECT FROM THE VEHICLE

If the suspect is alone in the vehicle, remove him from the left side of the vehicle

- Except when necessary, if there are two or more suspects in the vehicle, do not remove them until you have the assistance of another officer
- The assisting officer takes a position that gives him an unobstructed view of the right side of the suspect's vehicle
- If the suspect's vehicle has four doors, remove the suspects from the front seat before you remove those from the rear seat
- If there are two or more suspects remove them all from the right side to minimize potential traffic hazards
- To remove a suspect in the right front seat
  - Order him to extend both arms, palms open through the right side window
  - Order him to open the door from the outside and to pull it to a full open position, keeping his arms extended through the window
  - Order him to place both feet on the ground, stand up, to slowly raise both hands over his head and to face toward the front of the vehicle
  - Keep him facing the front so that he does not know your exact position and the number of officers assisting you
  - Order him to move to his right, away from the vehicle until, if space permits, he is approximately 10 to 12 feet away
  - Order him to kneel down, to clasp his hands behind his head, to interlace his fingers and to cross his ankles, or order him to lie face down and to assume a spread eagle position with palms up and open
- If there is a suspect seated in the middle of the front seat, remove him from the right side next  
Order him to keep his hands against the windshield and to slide across the seat toward the right door opening then remove him using the same precautionary measures as set out above
- Remove the driver using the same precautionary measures as set out above  
If there is a suspect seated in the right rear seat, remove him next
  - If the vehicle has two doors, order him to push the front seat forward and to extend his arms through the open door, with his hands open, palms facing up and fingers spread apart
  - If the vehicle has four doors, order him to extend both arms, palms open, through the right rear window and to open the door from the outside, keeping his arms extended through the window opening
  - Remove the driver using the same precautionary measures as set out above

- If there are other suspects seated in the rear seat, order them one by one to slide across the seat to the right, keeping their hands in plain view, then remove them using the same precautionary measures as set out above
- Check the interior of the vehicle for suspects lying on the floor. Until you've checked the interior always assume there is someone hiding in the vehicle

#### **4.3.12 Handling Motorists Charged with Suspended or Revoked Driving Privileges**

The following guidelines will be followed:

Unless extenuating circumstances exists, operators who are charged with Connecticut General Statute 14-215, Operating a Motor Vehicle While Under Suspension, will not be taken into custody. Instead, the officer shall issue a Misdemeanor M/V Summons and Complaint, in the field, and release the operator on their own recognizance (PTA).

Out of state operators who have had their license suspended or revoked by their respective state shall not be charged with Connecticut General Statute 14-215. In such cases, the operator will be charged with Connecticut General Statute 14-36, Operating a Motor Vehicle Without a License. However, if the operator has had his/her right to operate a motor vehicle in Connecticut suspended, the operator will be charged with Connecticut General Statute 14-215.

Any operator charged under Connecticut General Statute 14-215 shall not be permitted to continue driving the vehicle from the scene. The operator may, if the location and circumstances permit, be allowed to safely secure the vehicle at the scene until the vehicle can be removed (e.g. another licensed driver). Otherwise, the vehicle shall be towed, upon supervisory approval, pursuant to Directive 4.6.

#### **3.13 Speed Measuring Devices**

In order to provide an effective traffic law enforcement program, the Norwalk Department of Police Service recognizes the importance of reliable and accurate speed measuring devices. The tool most widely used by the Norwalk Department of Police Service to measure speed is traffic radar or laser based unit. Unit manufacturers may vary, but are generally chosen based on commercial availability and industry standards. Such units in use by the Norwalk Police Department include but are not limited to, the *LASER TECHNOLOGY* "Tru-Speed" (hand held), *STALKER* "Dual DSR" (vehicle), and *STALKER* "MC-Unit" (motorcycles). Because of the nature of traffic radar and laser devices and inherent limitations and susceptibility to interference, the effectiveness is determined by the operator's training, experience and proper operation. The following guidelines shall be employed when radar/laser unit is used.

Situations when radar/laser may be used include:

- high or potentially high accident locations where speed appears to be a contributing factor
- in areas where speeding offenses are prevalent
- in response to complaints from the public concerning speeding motorists

All officers using radar/laser units shall have received training prior to such use. This training shall be coordinated by the Training and Recruitment Division or Field Training Officer, and shall follow P.O.S.T. guidelines.

The precise method for using a radar/laser unit may vary in accordance with specific equipment used. Generally, the following operating procedures are applicable.

- the radar/laser unit must be properly installed and connected to the appropriate power supply

- the radar/laser unit must be properly calibrated
- calibration shall be checked before and after each stop
- a check must be made that all light and digital readouts are functioning properly the effective range of the unit must be known by the operator so visual observations can support the radar/laser unit readings

If a radar/laser unit does not operate properly, it shall be immediately removed from service, a note placed on the unit, and a malfunction notice shall be forwarded to the commanding officer of the Headquarters Division detailing the problem.

The commanding officer of the Headquarters Division is responsible for:

- ensuring the radar/laser units are properly maintained, calibrated and serviced on a regular basis
- ensuring that malfunctioning units are repaired
- ensuring that all units are periodically inspected and accounted for
- ensuring that instructors are available for operator training
- ensuring that records are maintained regarding operator training
- ensuring current certifications certificates are available for court
- ensuring that radar speed signs and speed trailer are properly maintained

#### **4.3.14 Impaired Driver Enforcement Countermeasure Program**

Drivers impaired by alcohol and/or drugs present a serious threat to the public. Consequently, a coordinated, comprehensive and ongoing countermeasures program involving education, enforcement, adjudication, treatment and public support is essential if a program is to be successful in resolving this problem. Critical components of the countermeasures program include:

##### **TRAINING**

The Training and Recruitment Unit shall continue to ensure that officer skills in DWI enforcement techniques are adequate. As resources permit, officers will be afforded the opportunity to attend advanced DWI Courses in order to improve detection techniques. Such may include a ***Drug Recognition Expert (DRE)*** training class, to further enhance the officer's detection abilities as relates to impaired drivers.

##### **ENFORCEMENT**

Without the apprehension of impaired drivers, the rest of the system cannot function. Officers on patrol must be alert for signs of alcohol and/or drug impairment when coming into contact with a motorist. Systematic approaches which may be used in various combinations by the department in the alcohol enforcement program include:

- selective assignment of personnel at times and placed where analyses has shown a significant number of violations and/or accidents involving impaired drivers have occurred
- selected alcohol-related accident investigation and analyses of findings
- selective roadway checks for deterrence purposes
- selective enforcement of drinking-driving laws through concentration of existing laws and the expeditious processing of violators

## **PUBLIC EDUCATION**

The Norwalk Department of Police Service Community Police Services Division DARE program provides alcohol/drug and driver awareness programs in schools, business and civic organizations.

### **4.3.15 Handling Motorists Charged with Driving Under the Influence of Liquor or Drugs**

The detection and arrest of persons driving while intoxicated differs significantly from the handling of other traffic offenses. Specific statutes govern driving under the influence of liquor and/or drugs, implied consent for chemical tests, and the tests for blood alcohol content themselves. The statutes outline the officer's scope of authority and establish procedures for detection, arrest and processing of intoxicated drivers.

## **DETECTION**

Detection is the first stage of DWI enforcement action. It is a critical stage as it is here that probable cause to arrest is established. This stage includes:

- recognize and identify behaviors that would indicate the driver may be impaired
- recognize and identify specific behaviors occurring during a motor vehicle stop that provide support of suspicion that the driver is under the influence
- approach and interview the driver. If after the initial contact with the driver, the officer believes the driver is under the influence, the officer should request the operator to exit the vehicle and move to a safe location to administer field sobriety tests
- select and administer standardized field sobriety tests to assess impairment
- note all observations which lead the officer to believe the driver may be intoxicated
- formulate the appropriate arrest decision based upon driving ability, driver's behavior and sobriety tests. If the officer has probable cause to believe that the driver is under the influence of liquor and/or drugs, a physical arrest will be made of the driver, pursuant to Connecticut General Statute 14-227a. If probable cause to arrest for Operation under the Influence is absent, officers may not take custody of an operator simply to administer chemical testing).
- if an arrest is made, the contents of the vehicle may be searched/inventoried as necessary, pursuant to law and Directive 4.6, transport the arrestee to police headquarters for processing, pursuant to Directive 11.2.

## **PROCESSING**

Processing/booking is the second stage of DWI enforcement action. The processing of an arrestee should include:

- Notifying the arrestee of his/her rights and responsibilities (i.e. Miranda, Implied Consent).
  1. If the arrestee refuses to submit to the chemical test chosen by the officer, their Connecticut Operators License (if applicable) shall be suspended.
  2. If the arrestee submits to a chemical test, it shall be properly administered. If a breath test is given, certified intoximeter operator shall administer the required tests and be responsible for the paperwork pertaining to the intoximeter.
  3. If the blood alcohol content is .08% or greater, the arrestee's Connecticut Operators License (if applicable) shall be suspended.

- processing blood/urine samples, as applicable, in accordance with Directive 13.2 and pursuant to law
- When the suspect is taken to the hospital and unable or unwilling to consent to chemical testing, the officer shall:
  1. Apply for a search and seizure warrant for the chemical analysis of blood samples taken
  2. Once the warrant is signed by a judge, serve the warrant on the hospital medical records division.
  3. Take the chemical analysis of blood samples taken and fax it to the state toxicology laboratory using form, NPD105, for conversion for court.
  4. If the state toxicology laboratory should fax the conversion back to NPD, at a time when the assigned officer is not working, the desk officer shall put the information in the officer's mail slot.
- completing required documentation and thoroughly recording all evidence obtained during the investigation

## **HANDLING BLOOD/URINE SPECIMENS**

When an officer collects a blood or urine sample for chemical testing, the officer shall be responsible for the proper packaging and tagging as evidence in accordance with Directive 13.1.7. The specimen will then be transported to the State Toxicology Laboratory in accordance with Directive 13.1.16.

## **RELEASE**

Release is the third and final stage of DWI enforcement action.

In accordance with Connecticut General Statute 14-140, operators charged with operating under the influence shall not be released on their own recognizance (Promise to Appear). The bond amount shall be determined pursuant to Directive 11.3.

### **4.3.16 Handling the Identification and Referral of Motorist Recommended for Reexamination by Licensing Authorities**

Routine enforcement, accident reporting and investigation activities may lead to the discovery of drivers who are, in the judgment of the officer, unfit to operate a motor vehicle without endangering the safety of the public due to their physical or mental condition. In such cases, the officer shall proceed pursuant to Connecticut General Statute 14-217-1. Pursuant to this statute, the officer in charge of the police station is authorized to suspend and to take possession of such operator's license and forward same to the commissioner of the Department of Motor Vehicle within 24 hours, together with a brief statement and explanation of the offense or violation.

For the purposes of this section, the officer in charge shall be the ranking patrol supervisor on duty.

### **4.3.17 Pedestrian and Bicycle Safety Programs**

## **PEDESTRIAN ENFORCEMENT**

The enforcement of pedestrian traffic laws necessitates broad discretion by officers. However, such discretion should result in uniform and consistent application of the law.

- prior to any substantial increase in enforcement efforts directed towards pedestrian traffic, sufficient publicity and community awareness programs will be initiated by the police department

- officers shall concentrate their efforts on pedestrian violations in those areas where pedestrian accidents have occurred or where there is a substantial risk of an accident

## **BICYCLE ENFORCEMENT**

It is inherent in the role of police to enforce laws pertaining to the safe operation of bicycles. In this regard, officers have a unique challenge with regard to their discretion in applying these laws. Such discretion should result in a reasonable and consistent application of the law.

Officers should actively enforce laws pertaining to the proper operation of bicycles in areas where

- congestion and/or frequency of accidents involving bicycles have been predominant
- there is a substantial flow of vehicular traffic and where hazardous moving violations are observed involving persons operating bicycles

In those areas where vehicular traffic is minimal, visibility is unobstructed and accidents infrequent, officers should exercise discretion when enforcing bicycle laws.

## **SAFETY PROGRAM**

In addition to the enforcement of applicable laws, the Norwalk Department of Police Service shall maintain a proactive program of bicycle/helmet safety, geared toward juveniles. This program encompasses a variety of techniques including instruction and positive reinforcement of proper riding etiquette. The commanding officer of the Community Police Services Division is responsible for the Norwalk Department of Police Service bicycle safety program.

### **4.3.18 Off-Road Vehicle Accidents and Enforcement**

Unless extenuating circumstances exists, the following guidelines will be adhered to when investigating off-road vehicle accidents and the enforcement of regulations pertaining to the use of such vehicles.

- all accidents involving off-road vehicles shall be documented using the State Accident Report Form, (PR-1). Additional forms/reports will be used as necessary.
- the operator of an off-road vehicle, driven upon a public highway in violation of applicable laws will be subject to the same enforcement action as other motor vehicles driven upon such roadways
- towing of off-road vehicles shall be in accordance with Directive 4.6
- juvenile offenders shall be handled in accordance with Directives 7.1 and 7.2 and pursuant to law
- other criminal violations (i.e. criminal mischief, criminal trespass) shall be enforced

### **4.3.19 Parking Enforcement**

The Norwalk Department of Public Works (Traffic and Parking Division), is primarily responsible for the city's parking enforcement program within the business districts and commuter parking areas. The police department will supplement the Traffic and Parking Division in these areas as well as enforce parking regulations throughout other areas of the city.

When enforcing parking violations, officers who come in contact with the operator whose vehicle are in violation, and the violation is minor, should attempt to remedy the problem prior to the issuance of a parking ticket. If this is not possible, a parking ticket should be issued as necessary.

As a general policy, an infraction or summons will be issued for a parking violation only when the violation is willful, repeat or a causative factor in a motor vehicle accident.

If a vehicle is an immediate hazard and requires towing, a reasonable attempt shall be made (when practical) to contact the registered owner prior to such tow. Should the vehicle require towing, the matter will be handled in accordance with Directive 4.6.

#### **4.3.20 License Plate Recognition System (LPR)**

The Norwalk Department of Police Service recognizes the License Plate Recognition Systems (LPR's) as a viable investigative tool and has installed these systems in select patrol vehicles and fixed sites. The use of these systems and all data retrieved is solely for official law enforcement purposes only. No one is authorized to release information from the system contrary to law or departmental regulations.

##### **Administration**

The Information Systems manager will be responsible for overseeing the data entry and use of the LPR system. All LPR data and information is stored and retained on the in-house server in accordance with State of Connecticut Records Retention Schedule, but for a minimum of 30 days.

##### **Training**

The Training and Recruitment Division will oversee the training of trainers and operators. All training will be conducted by previously trained and authorized users. Only officers and dispatch supervisors trained and authorized will be allowed to use the LPR for official law enforcement purposes.

Authorized users will be given a unique department user ID and password to log on to the system. Users must log into the system and should log out of the system before leaving the computer unattended.

##### **Operations**

The mobile LPR systems are to be used as a screening tool only. All hits from the system shall be confirmed by other means prior to taking police action. LPR hits shall be verified by COLLECT to confirm the LPR hit is actually the subject of the entry and the entry is still valid. After verification procedures have been met, the vehicle may be stopped in accordance with Directives 4.3.10 and 4.3.11. All collect/NCIC hits shall be verified with the originating agency prior to taking a suspect into custody.





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#### 4.4 TRAFFIC ACCIDENT INVESTIGATION

##### 4.4.1 Procedures for Accident Reporting and Investigation

Officers shall respond to the scene of all accidents reported to the Norwalk Department of Police Service. Exceptions shall be allowed during emergency situations when authorized by the commanding officer of the Patrol Division.

Although an officer may have responded to the scene, the types of accidents that require a complete investigation include those that involve:

- death or injury
- substantial property damage
- hit and run
- impairment due to liquor and/or drugs
- hazardous materials
- school buses
- city owned or operated vehicles
- All levels and subdivisions of government owned or operated vehicles (Federal, State, County, Municipal, City, Town, Tribal, etc).
- disturbances between principals

The severity and circumstances surrounding an accident will determine the extent of the officer's investigation.

In all cases in which a city, town, municipal, state, county, tribal, and federally,(or subdivision thereof) owned or operated vehicle is involved, photograph(s) shall be taken of the damage to the vehicles.

Accidents resulting in death, injury or substantial property damage require a comprehensive investigation which shall include (if appropriate):

- measurements
- photographs/video recording
- collection of physical evidence
- inspection of vehicle(s)
- assistance from technical experts

Certain circumstances may arise when an officer will not be required to conduct an accident investigation when called to the accident scene. In order for this to occur, all of the following conditions must exist:

- all principals/operators, all of whom are responsible adults, must request that no investigation be conducted
- no injuries sustained
- property damage is minimal
- operator, vehicle and insurance (if applicable) information are in proper order

- There are no extenuating circumstances which would dictate that a complete accident investigation be conducted. Such extenuating factors include:
  - a serious offense having been committed
  - city, town, and/or government owned or operated vehicles involved (as listed above)
  - school bus involved
  - hazardous materials involved

In such cases where no investigation is to be conducted, the officer shall contact his/her supervisor for approval. If approved, the officer will advise dispatch to record in the CAD system that the operators settled the accident amongst themselves, along with the name of the supervisor who approved such request.

An officer will be allowed to utilize the shortened state accident report for all crashes that occur on private property except under the following circumstances:

- DUI Accident
- Reckless Driving Accident
- Evading responsibility accident with an arrest
- Any Town, City, and/or Government owned or operated vehicle involved (as listed above)
- Any Injuries
- Any accident on municipal or government owned property (as listed above)
- Special Circumstances which would include but are not limited to a building or pedestrian strike, an accident that is a result of a medical issue, and a crime in progress that results in a collision.
- Any collision in which the on-scene supervisor deems necessary that a full accident report be completed.

#### MOTOR VEHICLE ACCIDENTS REPORTED AFTER THE FACT

Motor vehicle accidents which are reported after the fact when there is no opportunity for an officer to conduct a proper investigation at the scene will be documented using the state Accident Report Form (MMUCC). The report will be for informational purposes only.

In such cases, enforcement will not generally be taken unless there are extenuating circumstances (i.e. serious offense, injuries, death, hit and run, etc.).

#### **4.4.2 At Scene Responsibilities**

The first officer to arrive at the scene of a traffic accident must evaluate the situation and determine the appropriate course of action so that the situation does not deteriorate. This responsibility becomes increasingly important and complex when injuries, fire hazards or hazardous materials are present at the scene. Officers will be called upon to perform certain functions and to coordinate these functions with assisting agencies. The following procedures have been established in order to assist the officer during that process.

Upon arrival at the scene, the officer will be responsible for the following actions:

- protect the accident scene from deteriorating
- check for injuries
- check for fire hazards
- check for hazardous materials
- notify dispatch of any unusual situations so appropriate assisting agencies (ambulance, fire, etc.) can be contacted

- request assistance for traffic control, if necessary
- request wrecker, if necessary
- move involved vehicles out of traveled portion of roadway as soon as practicable dependent upon seriousness and condition of involved persons and vehicles

The officer will secure the scene by establishing a safe traffic pattern around the scene by parking their patrol vehicle in such a manner as to protect the scene, preserve evidence and protect the public, and if necessary, provide assistance to include:

- provide basic assistance to injured until relieved by qualified emergency medical personnel
- provide fire suppression as appropriate until relieved by fire department personnel (officers should only attempt to extinguish a fire if it can be reasonably assured that such action will not endanger themselves or others - officers primary concern shall be the safety of those at the scene)
- If hazardous materials are present, isolate the hazard area. Evacuate non-essential personnel and attempt to identify the vehicle and placards in accordance with HAZMAT training. Only properly trained and equipped personnel should attempt to enter areas where hazardous materials are present.

In addition, traffic direction around the accident scene should be established, using the overhead emergency lights, hand traffic, and/or flares. When the need arises for additional equipment, such as traffic cones or barricades, the officer shall notify a supervisor who shall make arrangements to have other officers respond with the required equipment. Arrangements can also be made to have Department of Public Works personnel respond with the required equipment.

Flares are useful to warn motorists or direct traffic flow, on a temporary basis. Flares shall not be used when hazardous materials are present.

Barricades are appropriate when an entire roadway or intersection must be closed for an extended period.

Traffic cones or reflectors are often more appropriate than flares in diverting traffic from one lane to another, or moving traffic around an incident scene for temporary or extended periods.

Once the accident scene has been stabilized, the officer's responsibilities should include:

- preserving short lived evidence
- locating/interviewing witnesses
- recording accident information

#### **4.4.3 Investigatory Responsibility**

Generally, the officer assigned by headquarters shall be responsible for the investigation and accident scene, unless otherwise directed by a supervisor.

From time to time, depending upon the nature and seriousness of the accident, supervisors may assign a specific officer, who has advanced accident investigation training, to investigate the accident. In such instances, the supervisor shall respond to the scene and direct that the scene be secured until the arrival of the investigator summoned.

The accident scene shall be treated as a crime scene pursuant to Directive 13.1, Collection and Preservation of Evidence, and shall be handled accordingly.

#### **4.4.4 At scene Accident Information Collection**

A successful accident investigation requires a thorough investigation of all facts and circumstances so that the investigating officer can accurately reconstruct the accident and support prosecution for violation of traffic laws. The investigation shall be handled pursuant to department Directives 6.1 and 6.2 regarding criminal investigations. Information regarding an accident may be obtained from a variety of sources, which may include:

- interviewing principals and witnesses
- examining and recording physical damage
- examining and recording effects of accident on roadway
- taking measurements
- taking photographs
- collecting and preserving evidence
- exchanging of information among principals/operators

#### **4.4.5 Follow-up Activities**

In some instances, accident investigation follow-up activities may be necessary. This will be determined by the investigating officer and supervisor on a case by case basis. When appropriate, the follow-up investigation may include:

- collecting off-scene data
- obtaining/recording formal statements from principals or witnesses
- reconstructing accident
- preparing formal reports to support any criminal charges arising from an accident
- vehicle safety inspections
- video recording of scene

#### **4.4.6 Technical or Expert Assistance**

During the investigation of some traffic accidents, expert or technical assistance may be needed. Such assistance may include:

- mechanics
- physicians
- surveyors
- accident reconstructionists
- other specialists or specialized equipment

If time allows, such assistance shall be arranged with the approval of the Deputy Chief of Operations. Otherwise, the commanding officer on duty of the patrol division may approve and arrange such assistance.

#### **4.4.7 Accident Investigation Equipment**

In addition to the standard equipment to be maintained in each patrol vehicle as noted in Directive 10.5 (Police vehicles and vessels) specialized accident investigation equipment may be required from time to time. Patrol supervisors shall have access to the following accident investigation equipment:

- wrecking bar, or other extrication device
- sharp knife
- Accident investigation kit containing: marking crayon, 100 ft measuring tape, and accident template

Should this specialized equipment be necessary, the investigating officer will contact a supervisor to provide this equipment on a case by case basis. All patrol officers are responsible for maintaining an adequate supply of accident forms and supplements in their vehicles while on patrol duty.

Should a camera or video camera be required, a supervisor shall make arrangements to have a camera brought to the scene. Cameras are maintained in the Identification Unit and digital cameras are maintained in division offices for official use by department personnel.

#### **4.4.8 Enforcement Action**

Whenever an officer investigating a traffic accident determines that a violation of the law has occurred, enforcement action shall be determined pursuant to Directive 4.3, Traffic Law Enforcement.

#### **4.4.9 Traffic Accidents on Private Property**

Accidents occurring on private property shall be handled as though the accident occurred on a public highway. However, officers should be cognizant of the fact that enforcement action on private property may be limited by law.

#### **4.4.10 Controlling and Safeguarding of Property Belonging to Accident Victims**

The investigating officer is responsible for ensuring that valuables belonging to accident victims are protected from theft or tampering. Therefore, officers shall conduct a cursory check of any vehicle or clothing belonging to victims who are being removed from the scene. If the vehicle is being towed, an inventory of the vehicle shall be conducted and valuables seized for safekeeping, pursuant to Directive 13.2.23 (Property storage). A Motor Vehicle Inventory Form, NPD 010 shall be filed.

If satisfactory arrangements can be made with family or friends of the victim, valuables may be turned directly over to them at the scene. Otherwise, all valuables will be entered into LEAS under the property receipt tab and turned over to the Property Division, in accordance with Directive 13.1 and 13.2., Property Management.

#### **4.4.11 Accident Report and Supplementary Forms**

All accidents investigated by officers of the Norwalk Department of Police Service shall be documented by the officers utilizing State Accident Report form PR-1. The form shall be completed as required with all information completed in ink or electronically and in a neat and legible fashion.

From time to time, and due to specific circumstances associated with an accident investigation, additional forms may be required. These additional forms include:

- Fatal Accident Supplement
- Norwalk Police Complaint/Incident Report
- Norwalk Police Supplemental Report
- Property Receipt
- Statement Form
- Consent/Refusal Form
- Victims of Crimes/Rights Card

This card shall be given to all persons who have sustained an injury as a result of a motor vehicle accident involving:

1. DUI
2. vehicle being used as a weapon
3. questionable circumstances

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#### 4.5 TRAFFIC DIRECTION AND CONTROL

##### 4.5.1 Traffic Direction and Control Function

Traffic direction and control is a joint function between the City of Norwalk (Norwalk Department of Police Service and Department of Public Works) and Connecticut Department of Transportation (DOT). Its purpose is to ensure safe and efficient movement of vehicles and pedestrians.

The primary source of traffic direction and control shall be through the use of unmanned mechanical devices, signals, roadway markings and signs.

Uniformed officers shall be assigned to carry out traffic direction and control where law enforcement authority and/or human intervention is required to ensure safety and efficiency on a temporary basis until such time as the problem is resolved or traffic control devices can be installed or repaired.

##### 4.5.2 Procedures for Manual Traffic Control and Direction

All officers assigned/authorized to direct traffic shall have received sufficient instruction through the P.O.S.T. Basic Recruit Training Program and Departmental Field Training Program, to ensure that motorists and/or pedestrians will respond to verbal commands and hand signals.

Officers shall wear high visibility clothing when involved in traffic direction in the roadway. High visibility clothing includes a fluorescent vest or jacket during both the daytime and nighttime hours.

The four basic commands that must be signaled to notify motorists of the officer's desire are:

- stop
- start
- right turn
- left turn

The proper procedures used when performing manual traffic direction are as follows:

###### TO STOP TRAFFIC

An officer extends his/her arm outward with the palm of his/her hand extended toward the vehicle to be stopped. The officer may use verbal and/or whistle commands to enhance the physical gesture.

###### TO START TRAFFIC

Starting from the stopped position, the arm will be moved at the elbow in a manner to indicate that traffic may now proceed. This is accomplished by swinging the arm upwards (from the elbow down) toward the direction in which traffic is to flow.

## RIGHT TURN

The officer shall gesture to the driver of a vehicle turning right to perform the turn by extending the arm toward the direction in which the turn is to be made.

## LEFT TURN

These turns are to be made only when there is a gap in traffic or oncoming traffic is completely stopped. The officer will point in the direction of the turn when such movement can be made safely.

In order to improve visibility, officers may utilize flashlights, traffic wands and/or flares when manually directing traffic.

### **4.5.3 Manual Operation of Traffic Control Signals**

Certain circumstances require that officers manually operate a traffic control signal. Such circumstances may include:

- when traffic control signals malfunction
- when intersections are grid locked or clogged
- when illegally parked or disabled vehicles are obstructing the flow of traffic
- providing a thoroughfare for a motorcade
- accident or other emergency scenes
- at the direction of a supervisor
- when other activities occur which force a change or a halt in the normal flow of traffic

Prior to manually operating a control signal, officers shall have received instruction in the proper operation of the signal by obtaining direction and training from other experienced officers and/or through the Field Training Program.

Officers assigned to a traffic post shall remain at that post until:

- relieved by another officer
- problem is resolved
- when directed by a supervisor

### **4.5.4. Temporary Traffic Control Devices**

In cases of natural or man-made disasters, special events, accident, or other emergency situations, it may be necessary for an officer to utilize temporary traffic control devices. Those devices not immediately available in the field will be supplied by Department of Public Works personnel or by other officers transporting those devices from headquarters or Department of Public Works lot.

The following temporary devices may be used:

- flares
- portable barricades (wood or plastic)
- detour signs
- reflectors
- traffic cones
- portable stop signs
- police vehicles (emergency situations)



#### **4.5.5 Traffic Direction and Control for Special Events**

Special events are activities which may potentially involve an unusually large amount of vehicular or pedestrian traffic. Such events include but are not limited to:

- parades
- fairs
- holiday celebrations
- festivals
- road maintenance projects

It may be necessary in some cases to develop contingency plans to aid the flow of traffic. The development of such contingency plans shall be the responsibility of the Chief of Police or officer in charge of the specific function, and prepared on an “as needed” basis. Recurring events have plans prepared over prior years and as such are available in the Professional Standards Division pursuant to Directive 10.2, Exceptional events.

The formulation of such contingency plans should include event officials and other agencies/department as necessary.

Topics addressed should include:

- coordination of ingress/egress of vehicles and pedestrians based upon anticipated attendance, location and time
- number of personnel needed to handle traffic control, security and other police functions
- provision for alternate routes, temporary traffic controls, parking prohibitions and emergency vehicle access
- applicable legal issues, if any
- disseminating information to media at the earliest possible time
- provisions for parking, on or off-site

In many cases, special events such as sporting events or road maintenance do not require the development of a contingency plan. Generally, parking and/or security will be provided by the organization/business in charge of the event. The commanding officer of the platoon on duty may assign additional officers as necessary should the situation require.

#### **4.5.6. Traffic Control and Direction at Fire Scenes**

Police officers who respond to fire scenes shall assist and support fire/rescue operations. Officer responsibilities shall include:

- when practicable, consulting with the ranking fire official at the scene to determine specific needs
- setting up perimeter traffic control points to allow for ingress and egress of fire and rescue equipment and personnel authorized to be at the scene
- directing traffic by the scene or providing alternate routes

#### **4.5.7 Traffic Control and Direction During Adverse Road/Weather Conditions**

Adverse weather often creates hazardous driving conditions for the motoring public. Such conditions may be the result of natural events including snow, ice, and rain, or special problems which may

involve downed power lines, emergency road repairs or other unplanned occurrences. Police officers will provide traffic direction and control as necessary to ensure the safety of the public.

Officers in the field should be cognizant of changing weather conditions and other public hazards and shall notify dispatch of any hazardous conditions that may exist so that the appropriate support services may be alerted.

Traffic direction and control alternatives include:

- rerouting traffic
- closing a roadway

#### REROUTING TRAFFIC

This is generally used when a section of the roadway is partially blocked by an object (limb, downed wires, etc.) and it is possible to safely direct traffic around the hazard. Officers will be utilized to provide on-scene traffic direction and control, as needed, dependent upon the hazards that are present.

Dispatch personnel shall notify other emergency response agencies (ambulance, fire) of the situation.

#### CLOSING A ROADWAY

Roadways should be closed only when there are no other practical alternatives available. When this occurs, the use of temporary traffic control devices (overhead lights, barricades, cones, signs, etc.) is essential so that motorists have sufficient warning of a road closure. Officers will provide on scene traffic control and direction, if warranted. Dispatch personnel shall notify other emergency response agencies (ambulance, fire) of the situation, and make a general broadcast to all police units to advise all on duty personnel of the situation.

#### RAILROAD CROSSINGS

Pursuant to Connecticut General Statute 13b-344, local police or firemen are responsible for directing traffic at railroad crossings with malfunctioning gates or signals.

Upon receipt of a report of a malfunctioning grade crossing gate or signal, local police or fire personnel shall be dispatched to the crossing to direct traffic across the crossing, or an alternate route, until such time as the railroad company crossing such highway repairs the gate or signal or assumes responsibility for directing traffic.

#### **4.5.8 Escorts**

The Norwalk Department of Police Service recognizes that there are legitimate instances where it should, in the interest of public safety, provide escort services. These escort services shall, whenever possible, be scheduled in advance with the Deputy Chief of Operations.

Generally, escort services consist of non-emergency functions including:

- large funerals
- oversized vehicles
- highway construction/maintenance vehicles
- motorcades of dignitaries or public officials
- vehicles with hazardous cargo
- other situations as necessary

In the event that a request is made on short notice, the commanding officer or officer in charge of the patrol division shall determine whether or not a police escort will be provided. The decision shall be based upon:

- the nature of the escort
- the location of escort
- the time of day
- the availability of manpower
- the calls for service
- exigency of circumstances
- hazards involved if escort is not provided

#### EMERGENCY ESCORTS OF CIVILIAN VEHICLES

Emergency escorts of civilian vehicles during medical emergencies are a potentially dangerous practice and should be used only after all reasonable alternatives have been exhausted.

If such a request is made and the officer receiving the request has reasonable grounds to believe a very real emergency does exist, the patient should be transferred to an ambulance. If extenuating circumstances exist, (i.e. ambulance is unavailable), and with supervisory approval (when immediately available), the patient should be transferred to the patrol unit and transported to the medical facility. The driver of the civilian vehicle shall be directed to proceed to the medical facility in compliance with all traffic regulations.

If in the opinion of the officer, and with supervisory approval, (when immediately available), the delay or transfer would jeopardize the patient's life, the officer may escort the civilian vehicle to the medical facility.

During such emergency escorts, the officer shall:

- use emergency lights and siren
- not proceed through traffic control devices without stopping and ensuring that both vehicles can safely proceed
- that the two vehicles shall be operated a reasonable distance apart

#### **4.5.9 Roadblocks Used as Checkpoints and Roadside Safety Checks**

For the purpose of this directive, roadblocks or Roadside Safety Checks are defined as non-emergency planned events, related to a road closure, or selective enforcement assignments in which a checkpoint is established. Roadblocks in emergency or pursuit situations are governed by Directive 4.7, Pursuits and Emergency Driving.

##### **ROADBLOCKS/ROADSIDE SAFETY CHECKS (SOBRIETY OR INVESTIGATIVE CHECKPOINTS)**

Roadside safety checks used to detect equipment violations, and/or compliance with seat belt or child restraint use shall be planned in advance and conducted with the approval of the patrol division commander.

Roadblocks used for sobriety or investigative checkpoints shall be planned in advance and conducted with the approval of the Chief of Police. The primary concern when a roadblock, checkpoint or

roadside safety check is utilized is to ensure the safety of the officers and motoring public. When utilized, officers must adhere to the following:

- a supervisor shall be at the scene of the roadblock and shall be in charge of the overall operation
- the supervisor shall ensure that the operation is adequately staffed
- officers involved shall have received training in establishment of roadblocks and safety checks and shall be familiar with their operation
- traffic cones and/or reflectors will be set out to designate the areas to be used
- officers shall wear high visibility clothing to include fluorescent/reflective vests or jackets during the operation
- safe areas shall be established to direct vehicles into (i.e. parking lot, curb areas, etc.)
- it shall be established in an area where oncoming traffic has an unobstructed view of the roadblock and therefore shall not be set up on a hill, curve or other area where the view of traffic may be obstructed
- it shall be established in such a manner where oncoming traffic shall have ample time to slow and stop for the checkpoint
- police vehicles involved in the roadblock shall have emergency lights activated
- flares, signs, barricades or other warning devices may also be utilized

In addition to the above guidelines, in the case of sobriety checkpoints, the following shall also apply:

- warning sign(s) shall be posted prior to the roadblock
- the roadblock shall be set up in order to allow motorists an avenue of escape to avoid the roadblock
- announcement(s) to the media shall have been made in advance of the roadblock

#### **4.5.10 School Crossing Guards**

The Norwalk Department of Police Service shall maintain a staff of paid, civilian, adult school crossing guards, whose function is to expedite the safe movement of students to and from school, by creating gaps in traffic. School crossing guards may group pedestrians prior to an actual crossing to avoid unnecessary delays. School crossing guards do not have enforcement powers, and do not direct traffic in the usual regulatory sense. School crossing guards shall report to the police, any pedestrians or motorists who fail to obey the orders and/or directions given.

School crossing guards are selected from a pool of candidates who submit an application to the City of Norwalk for work as a school crossing guard and submit to an interview with the commanding officer of the Community Police Services Division or their designee. The interview will focus on the knowledge, skills and abilities necessary to perform the task.

The commanding officer of the Community Police Services Division is responsible for the supervision and assignment of the crossing guards and their respective posts.

School crossing guards shall conduct themselves in a professional and courteous manner, and report for duty as required. When unable to report for duty as scheduled, they shall give sufficient notice so that the crossing is not left unattended. Should a post be uncovered, a patrol supervisor shall ensure that an officer or other suitable person is assigned to cover the crossing post.

Should a uniform officer be assigned to cover a crossing post, they shall assume the duties and responsibilities of the crossing guard, in addition to their regularly assigned duties and responsibilities.

School crossing guards shall be issued:

- a reflective, fluorescent vest which shall be worn at all times they are involved in their duties
- raincoat
- hand held stop sign

The commanding officer of the Community Police Services Division or his/her designee shall conduct an annual documented review to identify locations requiring school crossing guards. The review will form the basis for establishing school crossing points and/or routes. The review should be conducted in cooperation with the Department of Public Works, Traffic Engineering and the appropriate school administrative personnel. Variables which should be considered in the review include:

- proximity of schools
- number/age of children using crossing
- traffic volume/speed
- width of intersection
- physical terrain/obstructions
- existence/absence of traffic control devices

#### **4.5.11 Traffic Engineering**

Traffic engineering duties and responsibilities fall within the authority of the Department of Public Works. The Traffic Engineer for the City of Norwalk will be provided access to the collision and enforcement data by the Records Division. Members of this Department, in particular the Community Police Services Division and the Deputy Chief of Operations, shall coordinate with the Traffic Analyst at the Department of Public Works, activities which may require traffic engineering expertise.

Members of this department may contact the Community Police Services Division Sergeant with suggestions or recommendations for traffic engineering improvements.

Members of the public who suggest or request traffic engineering changes shall be referred to the Department of Public Works.



## CHAPTER 4.0

### PATROL

#### 4.6 TRAFFIC ANCILLARY SERVICES

##### 4.6.1 General Assistance to Motorists

Due to the inherent dangers, which exist when a motorist is stranded, officers will be constantly alert for motorists and/or pedestrians who appear to need assistance. Officers shall provide assistance, information or directions upon request, as circumstances permit. This assistance may be accomplished by either direct participation or by obtaining the necessary services.

##### 4.6.2 Procedures for Providing Protection for Stranded Motorists

When an officer discovers a stranded motorist, every reasonable effort should be made to ensure their safety. Such motorists should never be abandoned or exposed to a hazardous situation.

When determining what assistance is appropriate, officers should consider the following factors:

- traffic hazards
- location
- time of day
- weather conditions
- priority of calls for service
- other factors that may jeopardize the safety of the motorist

Officers should remain at the scene and/or place warning devices to alert oncoming traffic of the hazard, as necessary.

Officers, who determine that it is necessary to remain at the scene of the hazard for an extended period, shall notify a supervisor of the situation and their intent to remain at the scene.

Officers who leave the scene prior to the removal of the hazard, shall when practicable, periodically check to ensure the condition does not deteriorate. Officers may, at their discretion, transport stranded motorists to the nearest convenient location where assistance may be obtained. If transporting a stranded motorist, officers must first notify Communications personnel.

When it is necessary to obtain mechanical or towing assistance, officers shall notify the dispatcher who will notify the appropriate towing service.

##### 4.6.3 Emergency Assistance to Motorists

Officers shall render all practical assistance, as defined by the scope of their training, to users of the roadway who are involved in emergency situations. Emergency situations may include, but are not limited to:

- medical emergencies
- vehicle fires
- traffic accidents

## MEDICAL EMERGENCIES

Upon discovery of a medical emergency, the officer shall immediately notify the dispatcher and request an ambulance respond. When making this request, the officer shall relay as much information as possible about the situation. This may include:

- type of emergency
- location
- condition of patient
- any other pertinent information

After notifying the dispatcher of the situation, the officer shall assist the patient as much as possible, based upon their training and experience.

## VEHICLE FIRES

Officers shall immediately notify the dispatcher of a vehicle fire and request the fire department to respond. When making the request, the officer shall relay as much information as possible about the situation. This may include:

- location
- type of vehicle
- extent of fire
- vehicle's cargo, if applicable

The officer's primary concern shall be the safety of those at the scene. Officers should only attempt to extinguish the fire if it can be reasonably assured that such action will not endanger themselves or others.

## TRAFFIC ACCIDENTS

Officers shall handle traffic accident pursuant to Directive 4.4, Traffic Accident Investigation.

### **4.6.4 Hazardous Highway Conditions**

Roadway and roadside hazards are contributing factors in many traffic accidents. Officers on patrol must be alert for such hazards in order to mitigate their effect on the motorist.

Roadside hazards include:

- debris in the roadway
- defects in the roadway itself
- lack of, or defects in, highway safety features (impact attenuation devices, reflectors)
- lack of, improper, visually obstructed, or down or damaged mechanical traffic control devices and/or traffic control and informational signs
- lack of, or defective roadway lighting systems
- other roadside hazards, including vehicles parked or abandoned on or near the roadway

When a hazard is detected that represents a potential accident situation, but the threat of such is not imminent (i.e. discarded muffler, tree limb, etc.) the officer shall notify the dispatcher. If the officer can correct the situation safely; he/she shall do so. If not, the dispatcher will contact the appropriate agency to respond to correct the situation.



When a hazard is identified and requires immediate attention (i.e. fallen tree, electrical wires on roadway, etc.) the officer shall notify the dispatcher and request appropriate assistance. The officer shall protect the scene, direct traffic or take other action to control the situation as required.

Officers becoming aware of highway conditions such as downed signs, streetlight malfunctions, etc., shall notify communications personnel who shall report the problem on roadway observation cards which shall be forwarded to the Department of Public Works for action. In the event that the condition is a malfunctioning traffic signal, missing or defective sign, or other condition which may require immediate attention, notification shall be made to Department of Public Works by telephone, and a roadway observation report shall also be filed.

#### **4.6.5 Hazardous Materials**

There are many hazardous materials being transported throughout the state each day. While many of these materials are commonly used, accidents or spills present a serious threat to the health and safety of the general public, and especially to the officer, who is often the first to respond to the scene. It is extremely important that officers be aware of what constitutes hazardous material and the procedures they should follow during a hazardous materials emergency.

HAZARDOUS MATERIAL, for the purposes of this directive, is defined as any element, compound, or combination thereof, which is flammable, corrosive, explosive, toxic, radioactive, an oxidizer, or is highly reactive and which, because of handling, storing, processing, and/or packaging, may have detrimental effects upon operating and emergency personnel, the public, equipment and/or the environment.

Officers involved in a hazardous materials incident shall immediately radio preliminary information concerning the incident to the dispatcher. This information will include:

- basic description (fire, explosion, spill, etc.)
- exact location
- if possible, placard information if possible, information contained on the Interstate Commerce Commission (ICC) label or labels

When investigating/approaching a hazardous materials incident, officers shall:

##### **Approach cautiously**

Resist the urge to rush in. You cannot help others until you know what you are facing. If possible, approach the incident from upwind. Avoid inhalation of fumes, smoke, and vapors, even if no hazardous materials are known to be involved. Do not assume that gasses or vapors are harmless because of lack of smell. Eliminate all sources of ignition, such as flares, flames, sparks, flashers, flashlights, gas and diesel engines. Do not drive, walk through or touch spilled material. Park at a safe distance.

##### **Identify the hazards**

Placards, container labels, shipping papers and/or knowledgeable persons on the scene are valuable information sources. Evaluate all of them using the DOT Emergency Response Guidebook or through computer information relayed through dispatch.

##### **Secure the scene**

Without entering the immediate hazard area, attempt to isolate the area and assure the safety of people and the environment. Move and keep people away from the scene and the perimeter.

### **Obtain help**

Advise the dispatcher to notify the shift supervisor, the fire department to respond, and to notify responsible agencies and if necessary, call for assistance from trained experts, through CHEMTREC.

### **Decide on site safety**

Any efforts you make to rescue persons protect property or the environment must be weighed against the possibility that you could become part of the problem. Enter the area with the appropriate protective gear, if practicable.

Upon being notified of a hazardous material emergency, the dispatcher will notify the Norwalk Fire Department to respond to the scene.

The commanding officer of the Fire Department shall be in charge of the incident scene upon their arrival. They shall be responsible to coordinate the activities for the control, cleanup and removal of the spill, and rescue efforts associated with it.

### **ADDITIONAL SOURCES OF INFORMATION**

#### COLLECT computer system

On-line information available concerning hazardous materials

#### DOT Emergency Response Guidebook

#### State Department of Environmental Protection (DEP)

Oil-Chemical Spills Division, 566-4633, 566-4686, 24 Hour DEP 1-800-842-4357, 566-3338- (If no answer, have State Police request contact through their Communications Officer in Hartford, 1-800-842-0200).

#### Chemical Transportation Emergency Center (CHEMTREC)

1-800-424-9300- CHEMTREC provides technical expertise in handling hazardous material emergencies. It can also provide additional phone numbers for emergencies such as accidental poisoning. When calling CHEMTREC, attempt to provide as much information as possible, including:

- name of caller and call back number
- nature and location of incident
- guide number you are using (from COLLECT computer or DOT Emergency Response guidebook)
- shipper or manufacturer
- container type
- railcar or truck number
- carrier name
- consignee
- local conditions

#### Association of American Railroads - Hazardous Materials

24 hours - 202-639-2222

#### **4.6.6 Handling Abandoned Vehicles**

The handling of abandoned vehicles shall be in accordance with Connecticut General Statutes 14-150 and 14-150a. All abandoned vehicle investigations shall be conducted by the abandoned vehicle investigator, assigned by the commanding officer of the second platoon patrol division. An exception to this policy will be made when the vehicle reported as abandoned is:

- a menace to traffic
- a hazard
- suspicious
- as directed by a supervisor

In these situations, immediate attention by on-duty personnel shall be required.

Whenever a complaint is received of an abandoned vehicle which is not a hazard, a menace to traffic, or suspicious, the call taker will record the complaint information on a sheet provided in dispatch and forward the information to the second platoon, abandoned vehicle investigator. The call taker shall advise the complainant that their complaint is being forwarded to the assigned officer, and that follow-up will be undertaken in order of the complaints being received. The assigned officer shall be responsible to conduct a complete investigation and to identify the vehicle and locate the owner, if possible.

All such investigations shall be given a Norwalk Police case number and if the owner cannot be located, the vehicle shall be marked with a sticker. The sticker shall be readily visible and include the following information:

- case number
- date sticker was placed on vehicle
- time sticker placed on vehicle
- reason for vehicle being stickered
- officer's name

The abandoned vehicle investigator shall be responsible for all necessary follow-up and notifications required by law, including:

- arranging for towing of vehicles
- notifying owners (registered letter)
- citing violators

#### **MENACE TO TRAFFIC/HAZARD/SUSPICIOUS VEHICLES**

If vehicle is a menace to traffic, a hazard, or suspicious; an officer shall be dispatched to respond and investigate the complaint. The investigating officer shall take reasonable steps necessary to identify and locate the owner, including but not limited to:

- obtaining registration information
- checking vehicle through NCIC
- checking contents for identification
- making inquiry in the area where the vehicle is found

All such investigations shall be given a Norwalk Police case number and if the owner can not be located, the vehicle shall be marked with a sticker. The sticker shall be readily visible and include the following information:

- case number
- date sticker was placed on vehicle
- time sticker placed on vehicle
- reason for vehicle being stickered
- officers name

If the owner/operator can not be located to move the vehicle, and in the officer's opinion the vehicle can not be allowed to remain in its present position, the officer shall request that the vehicle be towed. The towing and removal shall be handled in accordance with Directive 4.6.7, Towing and Removal of Vehicles.

If a vehicle is responded to as suspicious, but is determined by the investigating officer to be merely an abandoned vehicle, a follow-up request shall be made to the abandoned vehicle investigator, by placing the vehicle on the list maintained in dispatch. If a case number was drawn and a report filed, a copy of this report shall be forwarded to the abandoned vehicle investigator.

#### Abandoned vehicles on private property

Complaints received of abandoned vehicles on private property shall be investigated as though they occurred on public property. The private property owner shall be advised they are responsible for arranging for the towing and removal of any such abandoned vehicles, pursuant to law.

### **4.6.7 Towing or Removal of Vehicles**

Towing and removal of vehicles may be required due to:

- accidents
- traffic hazards
- illegally parked vehicles
- disabled vehicles
- recovered stolen vehicles
- traffic violations
  - Unregistered and/or uninsured vehicles: Officers who stop an unregistered motor vehicle or vehicle with no insurance may have the vehicle towed. The vehicle shall not be left on a public street or on private property without the property owner's permission.
  - DUI (or custodial arrest of the operator): If there is another licensed operator in the vehicle who is not being taken into custody and is not intoxicated, he/she may drive the vehicle with the owner's permission. If the vehicle cannot be driven away, it may be towed. The vehicle shall not be left on private property without the property owner's permission.
  - Suspended or No License: Officers who stop a vehicle where the driver is operating with a suspended license or no license, he/she shall not be allowed to operate the vehicle. If there is another licensed operator in the vehicle, he/she may drive the vehicle with the owner's permission. If the vehicle cannot be driven away, it may be towed. The vehicle shall not be left on private property without the property owner's permission.
- criminal arrests
- abandoned vehicles left over 24 hours
- other investigatory purposes

Removal for traffic hazards, illegal parking, recovered stolen, and other investigative purposes must be authorized by a field supervisor prior to requesting the authorized wrecker on call.

Officers do not need supervisor approval for towing vehicles involved in motor vehicle accidents, disabled vehicles, and the above listed traffic violations.

Vehicles towed as described above are towed in an effort to reduce roadway hazards and protect personal property. This is not done as a punishment. Officers and Supervisors must use good judgment when making enforcement decisions. Officers should also ensure that the operator and any passengers are not left in potentially dangerous locations. A cab may be contacted or the officer can drive the subjects to a safe location where they can call for a ride.

Routine removal and towing of abandoned vehicles shall be coordinated by the officer assigned to abandoned vehicle investigations.

Headquarters communication personnel shall maintain a rotating list of authorized wreckers.

For the purposes of this Directive, an authorized wrecker shall be a towing company, authorized by the Board of Police Commissioners to tow for the Norwalk Department of Police Service on a rotating basis. The guidelines for application and entry on the authorized wrecker rotation list are determined by the Board of Police Commissioners and are included as Appendix A of this Directive.

The Board of Police Commissioners may make special agreements with wreckers for the purposes of removal of abandoned vehicles which are not a menace to traffic or otherwise a hazard, and therefore do not require immediate and emergency removal.

#### **POLICE OFFICER RESPONSIBILITIES**

The investigating officer or any police officer at a scene shall not interfere with the towing agencies, except:

- if the wrecker fails to recognize a hazardous situation
- if the wrecker is constituting a hazardous situation

The officer on the scene shall:

- assist the towing agency in guiding them through traffic when attempting to hook up to a disabled or damaged vehicle
- not quote towing charges to any motorist
- not suggest or recommend any towing agency other than the authorized wrecker
- stand by until the such wrecker has responded and been properly assisted, unless the officer is reassigned to a call of exigent circumstances by headquarters

In any instance where a motorist requests that a wrecker, other than the authorized wrecker on call be summoned, their request shall be honored, provided that the private wrecker can respond within the same time period as established for Norwalk Department of Police Service authorized wreckers.

Once an officer has requested the "authorized wrecker" and it has been summoned by Headquarters to respond, the duty wrecker is entitled to any fees authorized by the Commissioner of Motor Vehicle Rulings, as per Connecticut General Statute.

#### **4.6.8 Tow Log**

Communications personnel shall maintain a log of all vehicles removed or towed at the direction of any member of the Norwalk Department of Police Service. Investigating officers having a vehicle towed for any reason (except motor vehicle accidents) shall notify dispatch personnel of all pertinent information. Information contained in this log shall include:

- date
- time
- case number
- location
- towing service
- location stored
- vehicle description (make, model, style, color)
- registration number
- VIN number
- reason for tow

#### **4.6.9 Vehicle Lockouts**

Generally, officers of the Norwalk Department of Police Service shall attempt to assist all motorists who are locked out of their vehicles, regardless of time of day or day of week. Exceptions to this policy may be authorized by the commanding officer or officer in charge of the patrol division. These exceptions shall be based upon:

- calls for service
- manpower considerations
- other emergency or exigent circumstances

Officers shall utilize the "Slim Jim car door opener or the " Big Easy Glo Lockout Tool Kit" to unlock car doors.

#### **DESCRIPTION**

The "Slim-Jim" is a steel implement to be used for unlocking car doors. It is a flexible steel device 25 inches in length with two cutout hook areas for manipulating door lock mechanisms.

The "Big Easy Glo Lockout Tool Kit" is a 56" long glo-in-the dark BigEasy tool, plastic Wedge, inflatable wedge and lock knob lifter.

Officers requested to gain entry into a motor vehicle by the owner must have a release form (NPD002) signed and witnessed prior to attempting the unlocking of the door. All release forms will be attached to the Complaint and Incident Report with the case number.

#### **PROCEDURE**

The "Slim-Jim" device comes with complete instructions for proper use with descriptions of the car door locking mechanisms. The instructions must be referred to prior to attempting to unlock the car door.

The investigating officer will be responsible for verifying ownership of the vehicle.

## **PATROL**

### **4.7 PURSUIT AND EMERGENCY DRIVING**

#### **4.7.1 Definitions**

The following definitions pertain to their use within this policy and should not be construed as legal or binding definitions for any other purpose.

##### **Pursuit**

An attempt by a police officer in an AUTHORIZED EMERGENCY VEHICLE to apprehend one or more occupants of another moving vehicle, when the driver of the fleeing vehicle is attempting to avoid apprehension by maintaining or increasing his speed or by ignoring the police officer's attempt to stop him. (An authorized emergency vehicle by statute must be making use of an audible warning device, which means a siren, and have visible flashing or revolving emergency lights, re: C.G.S Section 14-80 and 14-96p in operation when in pursuit. For the purpose of this directive, only marked patrol vehicles shall be construed as an authorized emergency vehicle, and only marked patrol vehicles properly equipped with emergency equipment as defined by 14-80 and 14-96p shall engage in pursuit). Emergency lights and siren must be in use at all times.

##### **High speed**

Any speed in excess of that which would be considered an acceptable operating speed for vehicles considering the road conditions, weather conditions, lighting, type of area, and any other factors having an effect upon the ability of the operator to safely control all aspects of vehicular operation.

##### **Serious offense**

An offense which has caused SERIOUS PHYSICAL INJURY to a victim. An offense in which the USE OR THREATENED USE OF DEADLY FORCE WAS INVOLVED or an offense as cited above in which the perpetrator PRESENTS AN IMMEDIATE OR CONTINUED THREAT to the safety and welfare of the public if not apprehended.

##### **Jurisdiction**

The geographical area over which an organized police department has a responsibility for law enforcement and service.

##### **Primary Unit**

The police vehicle operated by a police officer that initiates a pursuit or any police vehicle operated by a police officer that assumes control of the pursuit.

##### **Secondary Unit**

Any police vehicle operated by a police officer that becomes involved as a backup to the primary unit and follows the primary unit at a safe distance.

## **Communications**

The central dispatch center or personnel staffing the central dispatch center of the agency in the jurisdiction where the pursuit is occurring.

## **Supervisor**

The officer in charge or, responsible for the operation and administration of a particular work shift, platoon, or other unit during a specific period of time, or any ranking supervisor on duty.

## **Roadblock**

The placement of a barricade of any type across the travel portion or other area of a roadway so as to deter or stop vehicle(s) from passing beyond that point.

## **Caravanning**

More than two police vehicles in close proximity having visual contact with each other and pursuing the same subject vehicle over the same traveled area or route.

## **Uniform Statewide Pursuit Policy**

Connecticut General Statutes, Sections 14-283a-1 to 14-283a-4, inclusive, of the Regulations of Connecticut State Agencies.

### **4.7.2 General Considerations and Guidelines**

1. Pursuit driving, especially high-speed pursuit, should be used only as a last resort and apprehending the violator should never be the sole deciding factor in a pursuit situation. All emergency vehicle operations shall be conducted in strict conformity with Sections 14-283, 14-283a-1 to 14-283a-4, inclusive of the Regulations of Connecticut State Agencies and Section 14-283a of the Connecticut General Statutes.
2. Pursuit driving is a very serious matter. When a police officer initiates pursuit of a fleeing vehicle, he/she may have a tendency to consider only himself and the occupants of the fleeing vehicle. This is not adequate. It must be remembered that other citizens using public highways do not expect their travel to be interrupted by a police chase that may very well result in an accident. Officers shall drive with due regard for the safety of persons and property.
3. Police officers should make reasonable efforts to apprehend a fleeing violator, but pursuit should not be carried to such an extent as to endanger the lives of innocent users of our streets and highways, or the officer.
4. Pursuit is not recommended when the potential danger to the officer and the public outweighs the potential advantage of apprehending a fleeing vehicle. Pursuit is clearly inappropriate when the pursuit itself endangers life more than the escape of the person pursued. The nature and seriousness of the offense must be a paramount consideration when faced with pursuit. Non-hazardous violations such as equipment, registration, or completed motor vehicle violations (e.g., passing a stop sign, running a red light) would not warrant high-speed pursuit. Obtaining the registration of the violator can resolve the need to pursue the vehicle any further.
5. However, hazardous violations that present a continuing danger to the public may require immediate and sometimes aggressive pursuit. Driving under the influence, reckless operation or



excessive speed, are examples of hazardous violations. The officer must remember though, that he is not relieved of the duty to drive with due regard for the safety of all persons, nor is he protected from the consequences of any reckless disregard for safety.

6. The seriousness of the possible outcome of a pursuit commands a police officer to weigh many factors when deciding whether or not to engage in the chase. Some of the specific questions officers must address when deciding whether or not to pursue include:

- The nature of the offense
- Does the offense really justify pursuit? (e.g., simple misdemeanor situation or serious felony?)
- Time of day (12:00 noon, 4:30 PM, 3:00 AM?)
- Weather conditions (Clear, rainy, fog, ice or snow?)
- Road conditions
- Traffic conditions
- Geographic location (school zone, hospital zone, congested area?)
- Population density (pedestrians in the area, children playing?)
- Familiarity with the area
- The relative capabilities and reliability of the police vehicle and the vehicle being pursued
- Presence of passengers in police vehicle
- Whether the identity of the occupants is known and apprehension at a later time is feasible

#### **4.7.3 Procedures**

##### **Decision to Pursue**

The decision to pursue a vehicle is made by the officer involved upon considering the factors cited in Directive 4.7.2.

It is important that an officer weigh the seriousness of the offense which has been committed against the hazards present to the health and welfare of citizens that might be affected by the chase. If pursuit is initiated, a continuous balancing of seriousness versus public safety is mandatory.

The primary unit and secondary unit, if any, must terminate the pursuit when, in the officer's opinion, the hazards to the officer and other citizens outweighs the seriousness of the offense committed.

If an officer receives a communication from the telecommunicator or supervisor to terminate the chase, he shall do so immediately. The officer shall turn off the emergency lights and the vehicle siren and return to normal vehicle operation. The officer will report to the telecommunicator the final location and direction of travel of the pursued vehicle at the time of termination.

##### **Use of Emergency Equipment**

The primary unit and secondary unit, if any, involved in the pursuit shall immediately activate both the vehicle siren and emergency lighting equipment.

Both the siren and emergency lighting equipment shall remain in use throughout the entire pursuit.

##### **Notification**

The primary unit shall make the following notifications and provide that information required or any other pertinent information requested by the telecommunicator or supervisor.

- Immediately notify the telecommunicator of the situation and the offense involved.
- Supply the telecommunicator with a complete description of the vehicle, including their location and direction of travel. Attempt to provide an accurate registration number, if possible.
- Maintain continued radio contact with the telecommunicator giving their location, direction of travel and speed.
- Immediately advise the telecommunicator when a pursuit has been terminated due to apprehension or the vehicle has been lost, the vehicle was involved in a collision, or the officer called off the chase. Give last known location and direction of travel.

The secondary unit shall follow the primary unit at a safe distance and assist in providing pertinent information as stated above.

The telecommunicator, upon receipt of information from the primary unit shall:

- Immediately notify the supervisor of the pursuit and supply whatever pertinent information required or requested by the supervisor.
- Advise all units not directly involved in the pursuit, to refrain from non-emergency radio transmissions.
- Relay necessary information to other police officers involved in the pursuit.
- Relay information to adjacent police agencies in whose direction the pursuit is proceeding.

### **Caravanning**

A pursuit shall consist of no more than two police vehicles, one of which will be identified as the primary unit and one which will be identified as the secondary unit.

No other personnel shall join the pursuit unless instructed to participate by a supervisor.

The primary unit shall become secondary when the fleeing vehicle comes under police air surveillance or when another unit is assigned the primary responsibility. The secondary unit shall then terminate their involvement in the pursuit unless instructed to participate by a supervisor.

Caravanning as defined in Directive 4.7.1 is prohibited.

### **Paralleling**

Police officers not engaged in the pursuit as the primary or secondary unit shall not normally follow the pursuit on parallel streets unless authorized by a supervisor or when it is possible to conduct such an operation without unreasonable hazard to other vehicular or pedestrian traffic.

### **Supervisor's Duties During Pursuit**

- Primary command responsibility for the conducting and terminating the pursuit is that of the supervisor.
- The supervisor shall be responsible for the direction and coordination of patrol units involved in the pursuit.
- Assignment of other units to assist the pursuing unit shall be made by the supervisor.
- Assisting units will advise the supervisor of their location in order that coordination of the pursuit can be accomplished.
- The decision to continue or terminate the pursuit shall be made by the supervisor based upon those factors cited in Directive 4.7.1.

- Unless there are special factors present in the pursuit situation, which may be unknown to the pursuing units, supervisors should not require the pursuit to continue if the pursuing unit deems it appropriate to terminate the pursuit.

Where possible, a supervisor shall respond to the location where a vehicle has been stopped following a pursuit.

In order to maintain objectivity, supervisors shall refrain from becoming directly involved in any pursuit, unless exigent circumstances are present.

The officer in charge of any platoon, shall not become directly involved in any pursuit, unless exigent circumstances are present.

### **Intervention Techniques**

Except in extraordinary circumstances, a supervisor must approve the use of any intervention technique for stopping a pursuit and must reevaluate the general considerations and guidelines in determining the best course of action.

Forcibly stopping a motor vehicle through the use of intervention techniques such as road blocks, slow moving vehicle stops, and tire deflation devices are authorized only if properly trained in the activation of such device or technique.

If speeds are sufficiently slow and conditions are such that do not present a grave threat of injury to suspect, public, or officers, a slow speed moving vehicle stop is permitted based on totality of circumstances.

If speeds are high and conditions are such that do present a grave threat of injury to the public or officers, an officer may consider the use of deadly force in accordance with C.G.S. 53a-3, C.G.S. 53a-22, and Directive 11.1.

### **Tire Deflation Devices**

Tire Deflation Devices (i.e. – stop sticks) will be available only in supervisor vehicles. Only supervisors trained in the use of stop sticks shall be authorized to deploy the devices. The use shall be consistent with such training.

Stop stick is designed to be used on vehicles with four or more tires, and shall NOT be used on motorcycles and all terrain vehicles (ATV's)

Stop Stick should be deployed on paved surfaces such as blacktop or concrete for optimal performance.

The deploying supervisor shall take into consideration the location, his/her own safety, the safety of the pursuing officer, the suspect and the general public, road conditions, adequate line of sight for deployment, communication with the pursuing officer and the seriousness of the offense, when deciding to deploy the stop stick. The supervisor should deploy the stop stick only after considering the totality of the circumstances.

Deploying supervisor shall advise communication of the intent and location where the stop sticks shall be deployed. Communications personnel shall advise the pursuing units of the deployment location of the stop stick so that the pursuing unit(s) can slow to avoid the stop sticks themselves.

Any deployment of stop sticks shall be documented in the deploying supervisor's report and a stop stick pursuit report form. All used stop sticks will be returned to the training unit for replacement.

### **Roadblocks or Slow Moving Vehicle Stops**

Roadblocks are prohibited unless specifically authorized by the supervisor after consideration of the necessity of applying deadly physical force to end the pursuit. Slow moving vehicle stops may only be authorized by the supervisor after consideration of all safety factors concerning officers and the public. The supervisor will monitor and/or directly supervise the operation.

All precautions possible will be taken to ensure the safest location for the roadblock or slow moving vehicle stop is selected.

The primary consideration in determining how and where to utilize a roadblock or slow moving vehicle stop is the safety of the officers and the public. Roadblocks or slow moving vehicle stops will be avoided in areas where the subject vehicle will have an avenue of escape once the vehicles are in view.

If possible, city owned vehicles will be used in roadblocks. Officers will not remain inside the blocking vehicles. Officers will move to a place of safety away from vehicles. All officers will be on the same side of the roadway in the event of firearms usage to avoid a crossfire situation. Pursuing units must be advised of the roadblock or slow moving vehicle stop and position of officers to avoid being caught in line of fire areas.

### **Use of Firearms**

Firearms shall not be discharged by an officer while driving or occupying a vehicle engaged in a pursuit while still in motion.

Accuracy may be severely impacted when firing from a moving vehicle and firing from a moving vehicle may increase the risk of harm to officers or other citizens. Officers should not fire from a moving vehicle except in self defense or defense of another from what the officer reasonably believes to be the use or imminent use of deadly physical force.

### **Post Stop Procedures**

Once the pursued vehicle is stopped, police officer shall utilize appropriate police officer safety tactics and shall be aware of the necessity to utilize only the force the police officer reasonably believes to be necessary to take the occupants into custody.

Officers are discouraged from immediately approaching a stopped vehicle at the conclusion of a pursuit or other high-risk stop. Where reasonably possible, officer shall use the felony stop tactic.

### **Reports**

Officers involved in a pursuit must file reports prior to the end of their tour of duty. Officer's reports shall include the following:

- complete and specific details
- the reasons for initiating and continuing the pursuit
- the results of the pursuit
- all charges placed against the person pursued must be substantiated individually by a clear showing of probable cause.

Supervisors shall review all reports for accuracy and completeness prior to acceptance.

Supervisors shall write a synopsis to be ready for review by the Deputy Chief of Operations. The synopsis shall include:

- Police file or report number.
- Reason for initiating and continuing pursuit.
- Review of time of day, traffic, and weather conditions.
- Method of termination of pursuit.
- Officers involved.
- Injuries and property damage.
- Subject(s) arrested or person(s) sought.
- Charges against subject(s) arrested or sought.
- Whether pursuit was within policy.

#### **4.7.4 Inter-Jurisdictional Pursuits**

##### **General**

When a pursuit is about to leave the boundaries of the City of Norwalk, officers shall review the necessity of continuing the pursuit. Officers involved in a pursuit are directed to constantly weigh all factors in determining whether a pursuit should continue. This is paramount because officers are more likely to be unfamiliar with the roads, population density, school zones, traffic conditions, etc. of the jurisdiction they are entering. The fact that a pursuit is leaving city boundaries shall be weighed heavily along with all other factors. However, the mere fact that a pursuit is leaving city boundaries shall not, in and of itself, be the determining factor in deciding whether a pursuit should be terminated.

##### **Pursuits initiated in Norwalk**

When a pursuit crosses into or is about to cross into another jurisdiction, Communications shall make notification to the other jurisdiction(s).

Notification may be made by inter-agency radio systems or by telephone.

Sufficient information should be provided to the second jurisdiction to allow that department to make appropriate decisions.

- Description of vehicle, registration number, and number and description of occupants.
- Location of vehicle being pursued and direction of travel.
- Reason for the pursuit.
- Location and direction of travel of pursuit vehicle.

The supervisor for the second jurisdiction shall determine if assistance is necessary. Officers from the second jurisdiction shall not join the pursuit unless:

- Directed to do so by their supervisor
- The involved pursuit unit is unable to request assistance; or
- The situation demands immediate assistance

The supervisors of the respective police agencies involved in the pursuit shall communicate with each other to determine the respective responsibilities of each police agency and to determine which police agency will assume primary operational control of the pursuit.

The supervisors shall also communicate with each other regarding any external conditions pertinent to the continued conduct of the pursuit.

Communications between police agencies shall be controlled by inter-agency police radio systems or by telephone.

If direct contact, with the pursuit is lost, the unit should be directed to the location of the apprehension by the apprehending jurisdiction or directed as to a course of travel which would allow the unit from the initiating jurisdiction to remain in close proximity to the pursuit.

If the jurisdiction into which the pursuit has gone refuses to become engaged in the pursuit, and the supervisor responsible for the pursuit determines, based upon the facts and circumstances, that a continuance of the pursuit is justified, he shall direct initiating units from this department to continue the pursuit.

If a pursuit enters a municipality without a regularly organized police department, notification shall be made to the State Police troop responsible for that area.

Pursuits outside the state of Connecticut shall be in compliance with Connecticut General Statute 54-156.

### **Pursuits from other jurisdictions entering Norwalk**

When pursuits enter Norwalk from outside jurisdictions it is the responsibility of the pursuing jurisdiction to notify this agency that a pursuit is crossing into or is about to cross into Norwalk. Sufficient information should be obtained from the second jurisdiction to allow this department to make appropriate decisions.

- Description of vehicle, registration number, and number and description of occupants.
- Location of vehicle being pursued and direction of travel.
- Reason for the pursuit.
- Location and direction of travel of police vehicles involved in the pursuit.

This agency has the responsibility for determining if officers will assist in the pursuit. No officer shall assist in the pursuit unless instructed to do so by a supervisor. This decision should be based upon the same factors as cited in Directive 4.7.1. If the supervisor monitoring the situation determines that the safety of the pursuing officer may be in jeopardy, the supervisor may direct units from this agency to assist as needed for the purposes of the safety of the pursuing officer(s). Additionally, Officers may be directed to monitor highway exits, or other intersections.

### **Investigation and reports**

#### **Investigations**

Each jurisdiction is responsible for conducting any investigation required for offenses and violations occurring in their jurisdiction during or as a result of the pursuit.

Jurisdiction may request and should receive assistance from the initiating jurisdiction in the conducting of investigations.

## Reports

Each jurisdiction shall file appropriate reports detailing the offenses or violations occurring in their jurisdiction and forward a copy of all reports to the initiating jurisdiction.

The initiating jurisdiction shall provide all jurisdictions involved in the pursuit a copy of all reports written by other jurisdictions involved.

Each jurisdiction charging the pursued subject with a violation or offense must submit the appropriate arrest form (Infraction, Summons, U.A.R.) to their respective G.A.'s.

A copy of all reports filed by all participating jurisdictions should be included with arrest forms.

Copies of arrest forms should be sent with reports to the initiating jurisdiction.

Custody of the pursued subject should be decided on the following priorities:

Jurisdiction in which pursued subject committed the most serious offense.

If offenses of equal seriousness were committed in more than one jurisdiction:

- Initiating jurisdiction - if one of the equally serious offenses were committed within.
- Jurisdiction in which apprehension was made if one of the equally serious offenses were committed within.
- Nearest jurisdiction in which one of the equally serious offenses were committed.
- Other factors should be considered, such as holding facilities and required medical treatment.

The G.A.'s at which the subject will be arraigned and tried will be determined by the State's Attorney's responsible for the various jurisdictions.

### **4.7.5 Annual Analysis of Pursuits**

The Deputy Chief of Operations or his designee shall conduct an annual analysis of all pursuits and reports of those pursuits. The analysis shall be documented and include identified training needs, review of policy and procedures, and the need for any necessary modifications. The absence of pursuits does not remove the requirement to review the policies, procedures, and practices. This report shall be prepared in January and forwarded to the Chief of Police.

### **4.7.6 Training**

Officers shall receive periodic training in the department's Pursuit and Emergency Driving Directive. The provisions of the Connecticut General Statutes, Sections 14-283a-1 to 14-283a-4, inclusive of the Regulations of Connecticut State Agencies shall be a part of the curriculum for all police basic recruit-training and re-certification programs in Connecticut.

### **4.7.7 Foot Pursuits**

A situation where an officer chases, on foot, a person in an effort to detain or arrest the individual, whom the officer has reasonable suspicion to believe is about to commit, is committing, or has committed a crime, and is resisting apprehension by fleeing from the officer on foot.

Flight alone does not constitute sufficient justification to deploy a taser to terminate a foot pursuit. Similarly, flight alone does not constitute sufficient legal justification to detain or arrest an individual.

Flight must be accompanied by one or more other factors that together provide sufficient justification to support an investigatory stop.

### **Decision to Pursue**

The decision to pursue a person is made by the officer involved, upon considering the following factors:

- When an officer reasonably believes the suspect has committed or is about to commit a crime that would permit the officer to detain or arrest the suspect.
- When an officer reasonably believes that the suspect poses an immediate threat to the safety of the public, himself, or other officers.
- The officer should weigh the seriousness of the offense with an awareness of the degree of risk to which the officer exposes themselves and others.
- The officer's fitness level and that of the suspect or multiple suspects.
- Surrounding area, terrain, and environment.
- The urgency of the situation, whether there are reasonable alternatives or support available.

### **Initiating Officer's Responsibilities**

The primary officer initiating the foot pursuit shall bear responsibility for the foot pursuit unless circumstances dictate otherwise. The officer initiating a foot pursuit shall make the following notifications and provide that information required or any other pertinent information requested by dispatcher or supervisor.

- Immediately notify communications.
- Supply communications with a location, direction of travel and a complete description of the suspect(s).
- Identify if the suspect(s) is armed, if known.
- Maintain radio contact with communications.
- Remember radio transmission, while running and in other tactical situations, may be difficult to understand and may have to be repeated.
- Immediately advise communications when a pursuit has been terminated and the status, i.e. apprehension or if the suspect has eluded officers.
- Request assistance they deem necessary, i.e. additional officers, K9 unit, supervisors, EMS, transport vehicle.

### **Guidelines**

Unless the officer reasonably believes exigent circumstances exist, officers should consider alternatives to engaging in or continuing a foot pursuit under the following conditions:

- The officer is unsure of his location and direction of travel.
- The officer becomes aware of unanticipated or unforeseen circumstances.
- The officer loses essential equipment.
- The suspect's location is no longer known.
- The suspect enters a building, structure, confined space, or otherwise isolated area, the officer may await the arrival of other officers to establish a containment perimeter and consider using specialized units.
- The identity of the suspect is established or other information exists that will allow for the suspect's apprehension at a later time and it reasonably appears there is no immediate threat to officers or the public.



## **Communications**

The telecommunicator, upon receipt of information from the officer shall:

- Immediately notify the supervisor of the pursuit and supply whatever pertinent information required or requested by the supervisor.
- Dispatch additional back up units to appropriate location(s).
- Advise all units not directly involved in the pursuit, to refrain from non-emergency radio transmissions.
- Relay necessary information to other police officers involved in the pursuit.

## **Reports**

Officers involved in a foot pursuit must file reports and complete any required forms prior to the end of their tour of duty and in accordance with Directive 4.7.3.



## CHAPTER 4.0

### PATROL

#### 4.8 BANK AND PRIORITY ALARMS

##### 4.8.1 Purpose

To establish policy and procedures for members of this department and bank alarm establishment personnel in responding to alarm activation situations in such establishments.

To establish procedures for safely responding to and resolving alarm situations in bank and priority alarm establishments.

To provide behavioral guidelines for bank and priority alarm establishment personnel and police department personnel in responding to such alarms so as to enhance the safety of all parties involved in such situations.

##### 4.8.2 Guidelines for Bank and Priority Alarm Establishment Personnel

When the alarm is accidentally or erroneously activated by an employee, the following procedure must be employed:

Immediately telephone the Norwalk Department of Police Service (854-3000) and ask for the Communications Console.

Give the following coded message to the person to whom you are connected:

"This is \_\_\_\_\_ of \_\_\_\_\_  
your name establishment

**WE CLOSE AT** (give the closing time of your establishment)".

This code, **WE CLOSE AT** (including your establishment's closing time), is the only code which will be acknowledged by this department and must be used.

All employees who may be responsible for contacting the Norwalk Police in the event of an accidental or erroneous alarm activation should be made familiar with this procedure and submit this code to memory.

When your establishment's alarm has been accidentally or erroneously activated and the police call, the following procedure must be employed:

Upon receipt of the call from the police, the aforementioned code must be employed:

"This is \_\_\_\_\_ of \_\_\_\_\_  
your name establishment

**WE CLOSE AT** (and the closing time of your establishment)".

The police will make **ONLY ONE CALL** to the establishment to ascertain the validity of an alarm prior to the arrival of responding officers. If the person answering the phone at the establishment is not

certain whether or not an emergency exists, he/she should NOT place the phone on hold while attempting to obtain information from others or survey the premises. Once communications with the police department are severed, the assumption will be made that a robbery is in progress and officers will respond accordingly.

It should be noted that officers will respond to verify any false alarms reported (even in instances where the proper code has been used). In such an instance, the officers will be met **OUTSIDE** the alarm location by an employee who shall have in his/her possession a valid bank employee identification card. The individual who will meet the responding officers shall provide the Norwalk Department of Police Service Communications personnel with:

- the name of the individual who will contact the officers outside the establishment
- the job title/position of this individual
- the physical description of this individual

Only one employee shall contact the officers outside the establishment and this individual shall:

- keep his/her hands visible at all times
- wait for and follow the instructions of the responding officers verbatim before making any movements towards the officers

Any deviation from the procedures outlined above will be considered justifiable cause for the officers to assume that there is a robbery or other emergency in progress at the establishment.

In the event of an actual robbery, the following procedures should be employed:

If a robbery has occurred and the perpetrator has left the premises, adhere to the following procedure:

If the alarm has not been activated, do so as soon as safety considerations allow.

Call the Norwalk Department of Police Service and report the robbery (911). Provide the police with the full name and address of your establishment.

Provide as much information as possible to the police regarding the incident (such as suspect description, direction of travel, at scene injuries, etc.).

Remain on the phone with the police personnel and follow their instructions.

If a robbery is **IN PROGRESS** and the perpetrator is still in the establishment, adhere to the following procedures:

Follow the instructions given to you by the perpetrator.

**DO NOT ACTIVATE THE ALARM UNLESS YOU CAN DO SO SAFELY.**

**DO NOT ANSWER THE TELEPHONE UNLESS YOU CAN DO SO SAFELY.**

In the event of a robbery in progress, when the police department calls and states that your alarm is going off, **DO NOT USE THE CODE "WE CLOSE AT (AND THE CLOSING TIME OF YOUR ESTABLISHMENT)".**

**EXCEPTION:** If the perpetrator knows the police code and instructs you to give it or if the perpetrator states that you had better provide the proper code or otherwise indicates knowledge of this code procedure.

**NOTE:** The police officer or police representative who phones the establishment upon receipt of the alarm activation notification will identify themselves as a police representative. They will state "This is the Norwalk Police; do you know your alarm is going off"? The aforementioned code should then be used as dictated by the situation.

Adhere to the following procedure for Bank and Priority Alarm locations when alarms are activated after such establishments are closed and employees are not on the premises.

The Norwalk Police Communications Center will be notified of the alarm activation by the monitoring agency.

Communications personnel will consult this department's list of emergency responders for the establishment in question.

If it is deemed necessary by communications personnel or police personnel on the scene, a call will be placed to the establishment's designated emergency key holder and request that he/she responds to the scene.

As a protective measure, whenever priority alarm key holders are called at home, they **WILL** call back to verify that the Norwalk Department of Police Service had in fact called them and that police personnel will meet them at the scene. Key holders **MUST NOT** enter a priority alarm location after an alarm has been activated unless accompanied by a police officer.

#### **4.8.3 Guidelines for Norwalk Police Personnel (POLICE USE ONLY)**

When the alarm monitoring agency contacts the Norwalk Department of Police Service's Communications Center and advises them of the alarm activation, communications personnel shall obtain the full name and address of the establishment and any other specific information available (i.e. type of alarm, zone, etc.).

Communication personnel will place a call to the establishment to ascertain if a problem exists at the location (this will be determined by the receipt of the proper code or failure to receive the proper code).

Communications personnel will dispatch officers to the alarm location as expeditiously as possible. Communications personnel shall provide the assigned officers with as much specific information as possible, such as the type of alarm, zones violated, whether the proper code has been received and any other information which will aid the officers at the scene in determining the most appropriate and safest course of action.

When officers are to be met at the establishment by an authorized employee, the communications center personnel shall advise the dispatched officers of the following information:

- the authorized employee's name
- the authorized employee's job title/position
- a physical description of the authorized employee

When an alarm is received after business hours, communications personnel will then obtain the

names and phone numbers of those individuals designated to this department as being key holders or emergency responders for the specific establishment in question. Communications personnel will attempt to contact an emergency key holder/responder and inform him/her of the alarm at the establishment and ascertain if he/she will respond to the alarm location (if this has not already been done by the alarm monitoring headquarters). Communications personnel shall also advise the assigned officers if an authorized key holder will respond to the scene once this has been determined. If a key holder will respond,

- this individual's name
- the individual's estimated time of arrival

Communications personnel should provide as much of the following information as possible about the emergency responder:

- the type of vehicle the responder will be driving
- a physical description of the responder
- "Hot Line" all sustained robberies

#### **RESPONDING/ASSIGNED OFFICERS:**

When assigned to an alarm by communications personnel, the officers shall respond to the alarm location as expeditiously as possible, at all times taking into consideration his/her own safety as well as that of the general public.

Upon arrival at the establishment, officers shall notify headquarters of their arrival and wait outside the location to be contacted by an authorized employee.

Once the officers have determined that conditions within the establishment are safe, the officers shall accompany the employee into the establishment and notify communications of the alarm status (i.e. accidental activation, human error, mechanical defect).

If the officers at the scene reasonably determine that there is or may be an incident occurring at the establishment, officers shall not enter the premises. Based upon the officer's determination, headquarters/communications personnel will be notified and supervisory personnel will be dispatched with additional personnel determined by the supervisor.

If the officers at the scene determine that a robbery has occurred and the suspect has left the premises, the officers shall:

- secure the crime scene
- notify communications personnel of the incident
- gather as much applicable information as possible for rapid transmission to and dissemination by communications personnel
- request that communications personnel notify the Detective Division and supervisory personnel
- attempt to separate witnesses and keep them on the scene
- if such witnesses refuse to remain on the scene, attempt to obtain their name, address and phone numbers for later contact
- complete an Incident Report as is required by the provisions of Directive 12.

**GUIDELINES FOR SUPERVISORS:**

- assign patrol units at strategic locations to maintain observation
- coordinate assignments with Detective Division personnel at the scene who will assume the criminal investigation
- assure that The Federal Bureau of Investigation is advised of the incident





## CHAPTER 4.0

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#### 4.9 DEATH INVESTIGATIONS AND NOTIFICATIONS

##### 4.9.1 Natural Death Investigations (general)

Whenever an incident under investigation by this department involves the death of an individual, a patrol officer will be assigned and a field supervisor notified. A field supervisor must respond to the scene.

##### 4.9.2 Determination of Death

A paramedic or emergency medical technician may determine if there is a cessation of life, if called to the scene of a death investigation.

If a paramedic or emergency medical technician is called to the scene of a death investigation, the EMS personnel will be allowed access to a body for the purpose of determining the cessation of life. This determination may include but not be limited to palpating the body for a pulse, checking blood pressure, checking for respiration and a cardiac monitor.

The assigned officer will record:

- name of person making the determination of death
- organization to which person making determination belongs, if any
- time such determination was made

##### 4.9.3 Assigned Officer's Duties

1. Determine who the physician of the deceased was and when deceased was last seen by a medical doctor.
2. Determine what funeral home the survivor's of the deceased wish to use.
3. Contact personal physician and advise him/her of the circumstances of the death.
4. Determine if the personal physician can or will respond directly to the scene or if the remains can be removed to a funeral home.
5. Should a personal physician refuse to come out and/or take the case, call an assistant medical examiner providing him/her with the information about the case along with any information from the personal physician.
6. Contact the requested funeral home advising them of the decision of the MD or medical examiner and the need for their services.
7. If there is no family present or no choice or preference of a funeral home, arrangements shall be made with a local funeral home to provide removals to the Norwalk Hospital or their establishment, if authorized by the Medical Examiner's Office. A list of local funeral homes that have agreed to provide removals for the department shall be maintained in Communications.

##### 4.9.4 Supervisor's Duties

1. Respond to the scene and ensure that required duties are carried out.
2. Determine if there are circumstances that warrant notifying the Detective Division for investigation or review of the facts.

3. Notify the Patrol Division Officer in Charge.

#### **4.9.5 Medical-Legal Death (homicide, suicide, suspicious deaths)**

In addition to the duties as described above for natural death investigations, the following additional duties are required for medical-legal death investigations:

- If Paramedics or Emergency Medical Technicians are called to the scene, they will be allowed access to a body for the purpose of determining the cessation of life. This determination may include but not be limited to palpating the body for a pulse, checking blood pressure, and checking for respiration. Officers and supervisors should insure as much as possible that any crime scene or evidence is not unnecessarily disturbed by EMS personnel. For this purpose, police personnel will give guidance to EMS personnel in protecting any crime scene, while carrying out their duties.
- A supervisor must respond to the scene and:
  1. ensure that the scene is protected as in any major felony
  2. notify the Patrol Division Officer in Charge
  3. notify the Detective Division
  4. contact the Office of the Chief Medical Examiner at (1-800-842-8820) and apprise them of the facts of the situation. The Medical Examiner's Office will issue instructions regarding response
  5. The Officer in Charge shall notify the Deputy Chief of Operations

#### **4.9.6 Notifications of Death and Serious Injuries**

The importance of properly conducting death notifications cannot be overlooked. An officer's ability to deal effectively with such situations can substantially assist survivors in resolving their loss. A death or serious injury notification is both traumatic and a life changing event for the family member. Planned thoughtful and caring delivery of sad news provides a supportive and respectful basis upon which the family member may begin to grieve.

A death or serious injury notification assignment shall be given to the field unit over the telephone. There should be no radio transmissions regarding the identity of the deceased or injured, or the circumstances surrounding the incident.

#### **Collecting Information**

Prior to making any notification, officers should seek out as much information as it is reasonably possible to get, particularly in instances where they are not themselves the investigators of the event. Some of the information that would be helpful includes:

- Name of the deceased
- Nature or cause of death
- When and where death occurred
- Where the body is and restrictions on recovery (legal issues)
- If any identification is required by a next-of-kin
- An address that may be visited to claim the body
- A telephone number that may be called and whom to speak with
- The relationship of the person(s) to be contacted to the deceased

Any unsuccessful attempt to make an in-person contact with a family member also requires sensitivity in handling. Officers shall not leave impersonal notes or forwarding messages at a contact location.

Any messages left should ask that the family member contact the officer leaving the note, by name, rather than directing the person to call any other person ( e.g., at the hospital or in another jurisdiction). Officers shall keep a record of all contact attempts, successful or not.

Occasionally, continuing investigations delay the release of a victim's body and the family member must be told they can not move to claim the body immediately. In such cases, officers must inform family members of:

- How details will continue to become known to them
- What further is happening that yet needs to be accomplished
- Who is in charge of the event and its aftermath
- What the family member should do while waiting

Unless at-scene identification is necessary, family members should not be brought to a crime or accident scene.

### **Timing and Consideration of the Setting**

Law enforcement notification of family members should be delivered promptly, as soon after the event as is practicable. While there is no "good" time to deliver sad news, officers need to keep in mind that notifications delivered in the middle of the night or in circumstances or settings that themselves present significant distractions require particular care and consideration. Arranging for a private room for the conversation is recommended.

Notifications of death or serious injury shall be made by a field supervisor with the assistance of the investigating officer with at least one officer in uniform. The notification should be made in person and not over the telephone. The commanding officer on duty shall be made aware of the notification.

Before departing, officers should be satisfied that the survivor(s) are in good enough condition that they can adequately care for themselves, and for those whom they may be responsible, such as small children or the elderly. Officers should make an effort to not leave a survivor alone after a notification.

### **Personal Introduction**

The highly personal information officers bring, is delivered in an interaction between strangers which only increases the feelings of discomfort for all parties. Supplying the family member with the officer business cards with contact information is very helpful in these circumstances.

Whenever practical, depending upon the circumstances, a police chaplain will be requested to accompany the officers during the notification. A list of active police chaplains will be maintained by Communications and available to all personnel.

An officer's introduction should be made with simple clear statements as they are easiest to follow while mechanical, formal and impersonal delivery of statements, as if by rote, increase confusion and anxiety. The importance of projecting concern, empathy and gravity cannot be overemphasized.

### **Identification of Family or Household member**

Officers need to know with whom they are speaking in terms of both names and relationships. Limiting the size of a group when delivering a death notification should mainly focus on protecting "vulnerable" people, such as small children or the elderly, from hearing distressing information from a stranger. Asking to move to a private area to deliver sensitive information should be considered. Family members, however, can provide emotional support for each other and should receive the information contemporaneously.

Multiple notifications present logistical problems. Officer should determine if the separations necessitate an individual notification or if the family members who are initially notified will make the additional contacts.

### **Translating**

If the family member does not speak English, the officer should seek the assistance of a translator. Officers should use the assistance of other officers to translate whenever possible. If no officers are available the assistance of language line or a near by adult may be used. Use of children in translation should be avoided.

### **Delivering the Message and Its Expression**

Officers should begin with a very brief "preparation statement" reviewing the circumstances surrounding the death to the extent it is known. The family will not benefit from a lengthy report at this time.

The core message should include the deceased's name not a relationship (son, mother, etc), as it may not be the same relationship for each person present. The word "died" is very important and should be repeated. Terms such as expired, passed or fatally injured are confusing to people under stress. The message should also avoid impersonal words such as body, remains or corpse.

Officers should express empathy. Officers should be prepared to listen and answer questions honestly, to the extent that they can do so. The notifying officer should remain calm and offer support.

### **Information and Assistance**

Family members may have questions that officers can answer at the time of notification. Officers should provide assistance in contacting persons or services that may be immediately necessary. (Funeral homes, persons to stay with survivor, etc.)

If children who are in school need to be informed immediately, officers should contact the guidance department at the school for assistance making those notifications. Some employers have a "human resources" department which can provide support as well

The Norwalk Hospital has staff members specially trained in delivering death or injury notifications to family members. When members of this department determine that such notifications must be made while at the Norwalk Hospital, assistance from these trained personnel should be sought.

All questions pertaining to organ or tissue donation need to be referred to hospital staff. Autopsy requirements are governed by law but issues related to autopsy or transportation of remains frequently involves cultural, ethnic or religious questions.

In the event the death relates to a law enforcement incident that involves a report, the incident number, along with any other reporting officer names should be provided to family members contacted.

Some deaths may lead to family contact by members of the news media. Officers should be aware of that possibility and alert family members to that possibility and that they are not under any obligation to speak with media representatives.

### **Dealing with Property**

Property in the possession of a deceased at the time of death should not be turned over to family members at the time of notification. A property tag shall be completed and handled according to directive. Arrangements should be made for a family member to obtain the property in a dignified manner at a later time.

Officers should inquire about the need to secure any property of the deceased in the absence of a family member taking responsibility. For example, the person notified may not be able to secure the deceased's residence and related property. All reasonable efforts must be made to arrange appropriate security of such property.

If any property of a deceased, or seriously ill or injured, is to be brought to any family member, or secured from them for safe keeping, the use of "garbage bags" or similar containers should be avoided. Property to be returned should be folded or otherwise appropriately presented. The property to be turned over should be discussed with the family member prior to its presentation if it has been damaged, stained, or cut off the person.

#### **4.9.7 Notifications to Persons in Other Jurisdictions**

Occasionally, it may be necessary to make a death notification to a person(s) who lives a great distance away and thereby requiring the assistance of another jurisdiction in making the notification. When making such requests, the following procedures will be followed:

- Such requests of other agencies will be made via COLLECT System Message, including all necessary information.
- The COLLECT System message may be followed up with a phone call if necessary.
- Confirmation of notification by the other agency is necessary.
- The investigating officer must include in his/her report:
  1. COLLECT system message numbers.
  2. Name of person and agency making notification.

#### **4.9.8 Requests from Other Agencies**

This department may receive requests from other jurisdictions to notify someone in Norwalk regarding a person who has died or been seriously injured in another jurisdiction. This department will make such notifications provided:

- An NCIC message detailing the information is received from the requesting jurisdiction.
- A supervisor will make telephone contact with the requesting agency, verifying the accuracy and content of the message.
- The requesting agency must provide our department with a contact so that the survivor(s) can call an officer from the requesting agency for more details.
- The notification will be handled pursuant to Directive 4.9.6 above.



## **CHAPTER 4.0**

### **PATROL**

#### **4.10 MENTALLY ILL OR GRAVELY DISABLED INDIVIDUALS**

##### **4.10.1 Purpose**

To establish the policies and procedures which govern how personnel of the Norwalk Department of Police Service handle incidents involving individuals with mental or behavioral health problems to ensure a coordinated response in providing services.

##### **4.10.2 Policy**

It is the policy of the Norwalk Department of Police Service to respond to incidents involving individuals with mental or behavioral health problems with compassion, professionalism and concern for the safety of all involved. The Norwalk Department of Police Service uses the Crisis Intervention Team (CIT) as a resource when possible for identifying and providing services to individuals.

##### **4.10.3 Definitions**

Crisis Intervention Team (CIT): Partnership between the police, dispatchers, mental health professionals and the community that seeks to achieve the common goals of safety, understanding, and service to persons in crisis, the mentally ill and their families.

CIT Officer: A police officer trained and certified in first response crisis intervention. The CIT officer works in partnership with the CIT clinicians to respond to incidents of persons in crisis.

Crisis Incident: Any call in which an individual might benefit from the specialized training and knowledge of the CIT member. Crisis incidents include but are not limited to calls involving; persons known to have mental illness who are experiencing a crisis; persons displaying behavior indicative of mental illness; attempted or threatened suicide; calls involving gravely disabled individuals or calls where individuals may be experiencing emotional trauma.

Mentally Ill: A person who has a mental or emotional condition, which has substantial adverse effects on their ability to function and who requires care and treatment. Persons who are alcohol or drug dependant are specifically excluded from this category.

Gravely Disabled: A condition in which a person, as a result of mental or physical impairment, is in danger of serious physical harm resulting from an inability or unwillingness to provide for their basic human needs coupled with the fact that such person is mentally incapable of determining whether or not to accept the necessary treatment.

Incapacitated Person: A condition in which a person, as a result of alcohol or drug use, has impaired judgment rendering them incapable of making rational decisions regarding their need for medical treatment.

#### **4.10.4 Guidelines for Recognition of Persons Suffering From Mental Illness**

Others saying the person is not him/herself

Persons exhibiting behavior that is dangerous to themselves or others

Persons exhibiting withdrawn behavior, talking only to themselves

Persons experiencing sensations not based on reality such as visions, odors, tastes, voices

Persons with unrealistic ideas or grand thoughts

Persons that believe they are worthless

Persons exaggerating events, and/or

Persons experience loss of memory and/or time

#### **4.10.5 Community Mental Health Resources**

A CIT officer will be assigned to crisis incidents when available. Absent unusual circumstances, a CIT officer should not be called in if not on duty.

Personnel shall be aware of available resources. Additional resources include:

1. Franklin S. DuBois Center 203-358-8500

Any officer making a verbal referral to the DuBois Mobil Crisis Team will fax a copy of their report to the DuBois Center secure fax line at (203) 854-4815. The officer will request permission from any third party complainants to include their information in the fax. If the third party complainant does not give permission, the officer will redact the third party information from the report prior to faxing the report to the DuBois Center.

2. Child Guidance Center of Mid-Fairfield County 203-299-1315

3. Dept. of Mental Health and Substance Abuse 800-586-9903

4. Norwalk Hospital 203-852-2160

5. INFO LINE 211

#### **4.10.6 Identifying CIT Calls**

The following are types of calls that may require CIT officer response:

- Mental Health Disorders
- Traumatic Incidents
- Sudden Deaths
- Attempted/Threatened Suicide
- Medical Assist/Well Being checks
- Breach of Peace/Disorderly conduct



- Trespassing/Refusing to leave the property

Dispatchers are the primary source for identifying CIT incidents, however responding officers and supervisors may also make this determination. Supervisors shall ensure CIT officers are dispatched to the appropriate incidents without undue delay when available. A list of certified CIT officers shall be kept in the Combined Dispatch Center.

#### **4.10.7 Contact, Interview and Interrogation**

Personnel who interact with subjects who may be mentally ill should consider safety issues since a person with mental illness may react differently. This includes persons who are victims, witnesses and suspects.

1. Evaluate the situation,
2. Do not abuse or threaten the person,
3. Avoid unnecessary excitement, and
4. Sworn personnel who find it necessary to interview or interrogate a person with a mental illness shall follow all laws and procedures that would apply to any other interview or interrogation.

#### **4.10.8 Procedures**

Personnel of the Norwalk Department of Police Service shall adhere to the policies set forth below when dealing with mentally ill or gravely disabled individuals, serving warrants issued by the Probate Court, or making an emergency commitment.

##### **Reporting Procedures**

Contacts with mentally ill or gravely disabled individuals resulting in their being taken into protective custody must be documented in an incident report.

The incident report shall include, but not be limited to, method of contact, method of transportation and place where transported, if applicable.

Copies of the probate court warrant or the Police Emergency Examination Request shall be attached to the incident report.

##### **Training**

It shall be the responsibility of the Training and Recruitment Division to provide and/or document entry-level training of agency personnel who may have contact with the public.

It shall be the responsibility of the Training and Recruitment Division to provide and document refresher training in interactions with persons suspected of having mental illness annually.

The commanding officer of the Training and Recruitment Division will be the coordinator of the CIT program and serve as the Departments liaison with the Department of Mental Health (DMH). The CIT Coordinator shall provide the DMH with the necessary reports.

CIT officers will be chosen at the sole discretion of the Chief of Police from those expressing an interest.

Officers successfully complete a 40 hour CIT certification program before being designated as a CIT officer. CIT officers shall attend in service training as needed to maintain their certification.

#### **4.10.9 Police Emergency Examination Request**

Any officer who comes in contact with a person who he/she has reasonable cause to believe is mentally ill and dangerous to themselves or others, or gravely disabled and in need of immediate care and treatment:

- A. Shall take such person into custody and have the person taken to a hospital for an emergency examination.
  - 1. The person may be restrained but only to the extent necessary to protect the person, officer and/or the public, using only that amount of force necessary to affect the restraint.
  - 2. The person shall normally be transported by ambulance but may be transported by the officer if circumstances warrant and with the supervisor's approval.
  - 3. Conduct a search of the individual and possessions for weapons and/or items that would constitute an obvious threat to the safety of the individual, the officer, emergency personnel or the public.
- B. Shall complete a written request for emergency examination using the designated form, detailing the circumstances under which the person was taken into custody:
  - 1. The request shall be left with the facility.
  - 2. A copy of the request shall be attached to the incident report.
- C. Sworn personnel shall be required to stand by at the hospital with the person in distress until all of the following have occurred:
  - 1. The assigned officer has provided an Emergency committal form to the ER staff,
  - 2. The officer has provided an ER staff member with a basic overview of the person's behavior (i.e., any known hazards such as threats and/or violent behavior),
  - 3. The person in distress is registered and has changed over into hospital clothing. (It is this time period where the greatest risk of violent behavior is likely to occur), and
  - 4. The officer(s) has notified the ER Primary Nurse (the patient's assigned nurse) or Charge Nurse (ER Supervisory Nurse overseeing the staff of ER nurses) they are leaving prior to the officer(s) clearing the ER.

#### **4.10.10 Probate Court Warrants**

Probate Court can issue warrants directing the police department named to apprehend the person (respondent) named and have that person taken to the hospital named for:

- An examination by a psychiatrist and a physician, or
- A hearing before the Judge of Probate
- The warrant shall remain active until the person (respondent) named is apprehended

#### **4.10.11 Duties of the Officers Serving the Warrant**

1. Ensure that the DOB of the person the warrant is issued for appears on the warrant
2. Apprehend the person
3. Advise the hospital named in the warrant that the person (respondent) shall be transported to their facility
4. If necessary to protect the person, the officer or the general public, the officer may restrain the person *using only that amount of force necessary to affect the restraint*
5. Determine the appropriate mode of transportation (ambulance or cruiser)
6. Ensure the person is taken to the hospital named
7. Upon arrival at the hospital, turn the person over to the custody of a duly-authorized representative of the hospital and have that representative sign the "received by" section at the bottom of the warrant form
8. Sworn personnel shall not be required to standby at the hospital. The Emergency Room staff may request a standby based upon the person's behavior (e.g. violent tendencies)
9. Sign the "delivering officer" section, as well as complete the date, time, and the delivering Officer's department section of the warrant
10. Ensure that the signed original copy of the warrant is returned to the appropriate Probate Court
11. Attach a copy of the warrant to the incident report

#### **4.10.12 Seizure of Firearms from Person Posing Risk of Imminent Personal Injury to Self or Others**

If an officer has probable cause to believe that:

- 1) such person poses a risk of imminent personal injury to himself or others
- 2) such person possesses one or more firearms, and
- 3) such firearm(s) are within or upon any place, thing, or person

The officer shall apply for a search and seizure warrant, using form JD-CR-129, pursuant to CGS 29-38c.



## CHAPTER 4.0

### PATROL

#### 4.11 PERSONAL RADIATION DETECTION

##### 4.11.1 Persons Authorized to use the RadEye 2 Personal Radiation Detectors (PRD):

Only personnel who have successfully completed a department approved training course in the proper use and deployment of the RadEye 2 PRDs shall be authorized to carry and use the device.

##### 4.11.2 Equipment Accountability

- A. The Norwalk Department of Police Service will employ the 130 RadEye 2 handheld personal radiation detectors (PRD)
- B. An official inventory of the PRD's will be kept by the commanding officer of the Training and Recruitment Division.
  - 1. The commanding officer of the Training and Recruitment Division will keep in writing the officer names, ID Numbers, type of equipment and serial numbers of the equipment assigned.

##### 4.11.3 Personal Radiation Detector Deployment (PRD)

###### A. General Consideration

- 1. The PRD equipment is to be deployed by specially trained officers during their normal duties.
  - a) PRDs detect the presence of gamma radiation and also serve as a dosimeter to measure the absorbed dose received by a person resulting from the exposure to ionizing radiations.
- 2. Deploying equipment on a regular basis will allow operators to become proficient in the functions of the instruments and the techniques necessary to properly utilize them.
- 3. This will also make the interdiction and prevention effort an everyday part of the operators' work duties.
- 4. Carrying a PRD increases the passive detection capability in each area it is deployed, without dramatically increasing the demands placed upon the wearer.
- 5. Generally the instrument must only be addressed when it alarms. The more instruments in the field on a daily basis the greater the regional capability to prevent, detect, and deter an attack.
- 6. Officers using PRD equipment should keep officer safety in mind at all times.
- 7. There may be other more immediate threats that should be considered searching for radioactive materials including;
  - a) Energetic materials
  - b) Hostile actions by others

- c) Vehicular traffic.

## **B. Deployment Considerations**

1. PRD Device assignments will be determined by the Chief of Police or his designee.
2. Consideration may be given to the capabilities, training, and willingness of the officer.

### **4.11.4 Levels of Deployment**

#### **A. General Deployment:**

The device is implemented with little effect on the traveling public. The PRD allows the monitoring and observation points when no specific targets have been identified.

#### **B. Specific Deployment:**

Officers are targeting a specific class of vehicle, vessel, train, or vector. This involves the stopping and checking of the specified vehicle, vessels, or trains.

### **4.11.5 Types of Radioactive Material Transported Throughout Connecticut**

The following types of radioactive material are just a few of the over the road hazards that can be easily acquired for illegitimate purposes.

1. Weapon-usable nuclear material
2. Low-grade nuclear material
3. Radioisotope sources
4. Nuclear fissile materials such as:
  - a) Contaminated beryllium
  - b) Radioactive tungsten
  - c) Cooling ceramic plates and filters from nuclear power plants
  - d) Contaminated soil
  - e) Medical waste
  - f) Medical grade radioactive material (medical testing, etc...)

### **4.11.6 Alarm Resolution (Reach Back)**

Reach back is the term used to describe the levels of response used to resolve an alarm indicating the detection of radioactive material by the PRDs.

#### **A. Specially Trained Uniformed Officer**

As a countermeasure to the potential use of radiological material in a criminal incident, the Norwalk Police Department would provide a detection capability to specially trained uniformed officers for proactive identification and interdiction of the radiological threat by the ability to detect radiological emitters (Alpha, Beta, and Gamma).

- a) Most alarms can be resolved at the Tier III (Officer) level.

b) Tier III Alarms should be categorized into one of the following classes:

1. Innocent Alarm: activation due to the proximity to an individual following or while receiving a medical radiation treatment.
2. Identified Alarm: an alarm that is both non-criminal and non-threatening, such as a licensed medical transporter, a nuclear power plant, a research or medical facility, and common construction materials or instruments.
3. Hostile Alarm: a reading emanating from a substance or device that appears suspicious or criminal in nature or one which involves a source that cannot be identified.
4. When an officer responds to an incident or is conducting routine patrol duties, and the PRD signals an alarm indicating a rise in the detected radiation, above normal background radiation, the officer should consider the following:
  - a) Attempt to confirm the reading with either a second PRD or by clearing of your PRD and obtaining a second alarm.
  - b) If the PRD alarm is confirmed to be from a suspicious source, determine what the dose rate readings are on the PRD.
  - c) If the dose rate readings are below 750 mRem/hr there is no immediate danger but, the rise above background radiation should still be considered suspicious.
  - d) If the dose rate readings are above 750 mRem/hr, limit your time near the source and use the pager to establish an appropriate stand-off distance.

Attempt to determine if the source is a person, package, vehicle, or emanating from a building:

- a) Determine if the person is in proximity of a vehicle, package, or bag, that could possibly house the radiation source.
- b) Have the person move away from the vehicle, package, or bag. If the PRD continues to alarm on the person, the source is most likely located internally or physically on that person.
  - 1) A field interview will accomplish the establishment of either legitimate use/ transport that would resolve the alarm, or further investigation absent alarm resolution. Isolate the occupant(s) and question them with regards to previous medical treatments, areas visited, profession, etc. If the individual(s) answers correlate with the reading received, document the incident and release the individual(s).
- c) If the person(s) answers do not correlate with the readings received, contact your supervisor and continue your investigation.
  - 1) Note: Persons who receive radiological medical treatments can emit radiation at rates that often exceed established safe-distance standards for weeks after receiving treatment, but have been deemed safe to the public by health professionals.
- d) If your investigation reveals that the PRD alarm was a result of a legitimate radiation source, prior to the end of your shift prepare and submit a Radiation Incident Anomaly

Report, form NPD108, and forward it through the chain of command to the Connecticut Intelligence Center (CTIC) liaison to ensure it is forwarded to the **Connecticut Intelligence Center (CTIC)**. (Phone# 203-777-6311), FAX# 203-503-5098, E-MAIL: **CTIC@NESPIN.RISS.NET**)

- e) If your investigation fails to reveal a legitimate reason for the PRD alarm, notify your supervisor.
- f) If the source of the PRD alarm appears to be an unoccupied vehicle or an unattended package or bag, determine the amount of radiation emitted from the source and establish appropriate stand-off distances.

Avoid any liquids, powders, or other materials as these may be the source of the radiation and are potential sources of contamination.

- g) Consider the possibility of terrorist activity and look for indicators of improvised explosive devices (IED) potentially associated with an RDD (Radiological Dispersal Device) or secondary device targeting first responders. **DO NOT** touch any suspicious packages. If you can see what you believe to be a potential IED, you should consider yourself within blast range and relocate to a safe distance.

Note: If at any time your investigation reveals the presence of a potential IED, withdraw to a safe distance and make notification to communications that you have located a potential explosive device.

- **Caution: radio transmissions and cell phones usage may cause detonation of explosive devices. Use of a landline telephone is recommended.**
- **Do not take any further action with respect to the suspected IED until members of the CSP Emergency Services Unit/ Bomb Squad arrive.**

- h) Attempt to locate the operator of the vehicle or owner of the package/bag.

- i) First Line Supervisor

1. Respond to the scene and insure that appropriate investigative action has been taken and that the PRD alarm can not be explained.
2. When possible use a second PRD has been used to confirm the readings from the initial unit.
3. Establish a command post.
4. Notify the Commanding Officer of the Patrol Division of the incident.
5. Request Connecticut State Police (CSP) bring a Radioactive Isotopic Identifying Detector (RIID) be brought to the scene.
6. If your investigation leads you to suspect the involvement of an improvised device and they are not already present, request that the CSP or Stamford Bomb Squad respond.



## **B. CSP Emergency Services Unit**

1. If the Officer is unable to resolve the alarm, the field supervisor will direct communication personnel request a CSP Emergency Services component through the State Police Message Center, to provide advanced alarm resolution.
2. The response component capability would include detection, monitoring and isotope identification.
3. Additionally it will include an explosive detection and positive offensive action to an explosive hazard incident.
4. The CSP Emergency Services Unit component will provide secondary screening of the incident to provide a more accurate situational analysis and a resolution to the alarm, or isolation of the incident by implementing an emergency action plan. Thereby, re-assessing the scene, re-evaluating all available information, and initiating a response strategy.
5. Being a law enforcement component, the integrity of the potential crime scene will always be maintained and consideration will be given to the possibility of a second event.

### **4.11.7 Additional Resources**

#### **A. Federal Bureau of Investigation (FBI)**

Will generally be contacted by the CSP emergency services unit if they are unable to resolve the alarm

#### **B. Department of Environmental Protection Radiation Unit**

Department of Environmental Protection (DEP) Radiation Unit can be reached at the 24 hour number, 860-424-3333. DEP Radiation Physicist information obtained from the suspected radioactive material can be sent via wireless connection from the scene to the DEP for analysis by the CSP ESU.

#### **C. US-DHS Domestic Nuclear Detection Office (DNDO)**

The DNDO should only be contacted after the CSP ESU and DEP are unable to resolve the alarm and agree that DNDO should be contacted. The 24 Hour contact for the DNDO is 877-363-6522.

#### **D. Connecticut National Guard Civil Support Team (CST)**

The Civil Support Team is a self-contained, twenty-two person, Joint Forces (Army and Air Force) unit that assists Law Enforcement and/or Fire Departments in response to an incident involving a suspected Weapon of Mass Destruction (WMD).

May be activated only through the chain of command, from Chief of Police.

### **4.11.8 Common Terms & Definitions**

#### **A. Radiation**

Electromagnetic or particulate emission of energy from the disintegration of the nucleus of an atom.

## **B. Radioactive Material**

Any material which is giving off some form of radiation.

## **C. Alphas**

1. An alpha is a particle emitted from the nucleus of an atom, which contains two protons and two neutrons. It is identical to the nucleus of a Helium atom, without the electrons.
2. Main concern from this is inhalation or ingestion of actual radioactive material in the form of dust or contaminated food or water.
3. Can be stopped by a sheet of paper.
4. Alpha particles only travel a little over an inch in the air. Internal hazard.

## **D. Betas**

1. A beta is a high speed particle, identical to an electron, which is emitted from the nucleus of an atom.
2. Main concern like ALPHA is inhalation or ingestion of actual radioactive material in the form of dust or contaminated food or water.
3. Beta particles will not travel over a few yards in the air.
4. Beta radiation is stopped by aluminum foil, or clothing. Internal hazard.

## **E. Gamma Rays**

1. Gamma rays are electromagnetic waves or photons emitted from the nucleus (center) of an atom.
2. Are more difficult to protect against and where time, distance and shielding are important.
3. Gamma will travel extensive distances, and therefore is the radiation we are most concerned with. The farther you are from a source the better.
4. Gamma rays are only reduced by dense materials such as lead or earth.

## **F. Neutrons**

Neutrons are neutral particles that are normally contained in the nucleus of all atoms and may be removed by various interactions or processes like collision and fission.

## **G. Rad (radiation absorbed dose)**

The rad is a unit used to measure a quantity called absorbed dose. This relates to The amount of energy actually absorbed in some material, and is used for any type of radiation and any material. One rad is defined as the absorption of 100 ergs per gram of material. The unit rad can be used for any type of radiation, but it does not describe the biological effects of the different radiations.

**H. Rem (roentgen equivalent man)**

The rem is a unit used to derive a quantity called equivalent dose. This relates the absorbed dose in human tissue to the effective biological damage of the radiation. Not all radiation has the same biological effect, even for the same amount of absorbed dose. Equivalent dose is often expressed in terms of thousandths of a rem, or mrem. To determine equivalent dose (rem), you multiply absorbed dose (rad) by a quality factor (Q) that is unique to the type of incident radiation.

**I. Curie (Ci)**

The curie is a unit used to measure a radioactivity. One curie is that quantity of a Radioactive material that will have 37,000,000,000 transformations in one second. Often radioactivity is expressed in smaller units like: thousandths (mCi), one millionths (uCi) or even billionths (nCi) of a curie. The relationship between becquerels and curies is:  $3.7 \times 10^{10}$  Bq in one curie.

**J. Gray (Gy)**

The gray is a unit used to measure a quantity called absorbed dose. This relates to the amount of energy actually absorbed in some material, and is used for any type of radiation and any material. One gray is equal to one joule of energy deposited in one kg of a material. The unit gray can be used for any type of radiation, but it does not describe the biological effects of the different radiations. Absorbed dose is often expressed in terms of hundredths of a gray, or centi-grays. One gray is equivalent to 100 rads.

**K. Chronic dose**

A Chronic dose means a person received a radiation dose over a long period of time.

**L. Acute dose**

An acute dose means a person received a radiation dose over a short period of time.



## CHAPTER 4.0

### PATROL

#### 4.12 INTRANASAL NALOXONE

##### 4.12.1 Purpose

The purpose of this policy is to participate, together with multiple agencies, in a statewide initiative regarding opioid-related drug overdose victims. In an effort to reduce statewide fatalities resulting from opioid overdoses, the Norwalk Department of Police Service establishes these procedures for its sworn officers to:

- (1) Identify the symptoms of a person suffering from an opioid overdose; and
- (2) Administer Intranasal Naloxone (NARCAN).

##### 4.12.2 Policy

It is the policy of the Norwalk Department of Police Service to provide assistance to any person(s) who may be suffering from an opioid overdose. Sworn officers may administer NARCAN provided he/she has been trained in accordance with agency policies and procedures.

NARCAN shall be available to all officers for the treatment of opioid-related drug overdose victims. An on-duty officer shall be dispatched to any call that relates to a drug overdose. The officer shall:

- (a) Provide immediate assistance via the administration of NARCAN, when appropriate;
- (b) Provide treatment commensurate with his/her first responder training;
- (c) Assist other EMS personnel on scene; and
- (d) Handle any criminal investigations that may arise.

##### 4.12.3 Definitions

Drug Intoxication - Impaired mental or physical functioning as a result of the use of physiological and/or psychoactive substances, i.e. euphoria, dysphoria, apathy, sedation, attention impairment.

Emergency Medical Services (EMS) - that provide pre-hospital emergency medical care; such practitioners provide out-of-hospital care for those with illness or injury.

Intranasal Naloxone Kit - A prepared, commercially available, kit that shall contain:

- Naloxone HCl (NARCAN) Nasal Spray 4mg. Two (2) single dose, one (1) use 4-mg containers.

Mucosal Atomization Device (MAD) - A device used to deliver a mist of atomized medication that is absorbed directly into a person's blood stream and directly into the brain and cerebrospinal fluid via the nose to brain pathway. This method of medication administration achieves medication levels comparable to injections.

Intranasal Naloxone (NARCAN) - An opiate receptor antagonist and antidote for opiate overdose produced in intranasal form.

Opioid - A medication or drug that is derived from the opium poppy or that mimics the effect of an opiate. Opioid drugs are narcotic sedatives that depress activity of the central nervous system, reduce

pain, induce sleep, and in overdose, will cause individuals to stop breathing. Opioids can be in a natural form such as morphine and codeine as well as a synthetic form including heroin, fentanyl, buprenorphine, hydromorphone, hydrocodone as found in Vicodin®, oxycodone, methadone, oxycodone as found in OxyContin®, Percocet® and Percodan®.

Opioid Overdose - An acute condition including, but not limited to, decreased level of consciousness, respiratory depression, coma, or death resulting from the consumption or use of an opiate, or another substance with which an opiate was combined, or that a layperson could reasonably believe to be an opiate-related drug overdose that requires medical assistance.

Acute Opioid Withdrawal - A withdrawal state that may occur as a result of administering Intranasal Naloxone. This state may be associated with vomiting, agitation, and combativeness.

Victim - A person who may be experiencing an opioid overdose.

Universal Precautions - An approach to infection control to treat all human blood and certain human body fluids as if they were known to be infectious for HIV, HBV and other blood borne pathogens. Intranasal Naloxone shall be administered utilizing universal precautions.

#### **4.12.4 Procedures**

##### **Administration of Intranasal Naloxone**

When an officer has arrived on scene or is dispatched to a medical emergency prior to the arrival of EMS and has made a determination that a victim is suffering from an opioid overdose, the following steps shall be taken:

1. The officer shall contact dispatch to advise of a possible opioid overdose and request EMS response.
2. The officer shall conduct a medical assessment of the victim in accordance with training.
3. The officer shall use universal precautions and protection from blood borne pathogens and communicable diseases when administering NARCAN.
4. Prior to the administration of NARCAN, the officer on scene shall ensure the victim is in a safe location and remove any object(s) from the victim's immediate reach that could be used as a dangerous instrument(s).
5. The officer shall determine the victim's responsiveness, identify symptoms of opioid overdose and when appropriate, administer the medication from the Intranasal Naloxone Kit following the training guidelines.

Common signs and symptoms:

- Unresponsive
- Shallow, slow, ineffective, or no breathing
- Blue tinge color of lips / fingertips
- Clammy pale skin
- Slow / erratic heartbeat
- Pinpoint pupils
- Choking / gurgling / snoring sounds

6. The officer shall administer the NARCAN as follows:

\* If the person is "NOT" breathing, start rescue breathing/ventilate first and then administer NARCAN.

\* DO NOT prime device, it is a one (1) pump single use device. This will cause dosage to be spent.

- Place one hand under person's neck and tilt head back.
- With the other hand, insert one (1) NARCAN device "tip" into person's right nostril first (if possible).
- Press firmly on the plunger and spray entire amount (4mg dose).
- Ventilate again until person regains normal breathing & monitor airway.
- Place person on their side (vomiting is a common reaction).
- Continue to monitor until EMS arrival and transfer of care.
- If person does not respond after 3-5 minutes, repeat procedure using the second NARCAN device.
- If person did initially respond, but stops breathing, repeat procedure.
- DO NOT cancel EMS.
- Accept NO refusal from person (Allow EMS to handle).

7. The officer shall be aware that treated victims who are revived from an opioid overdose may regain consciousness and may experience an acute opioid withdrawal. A rapid reversal of an opioid overdose may cause projectile vomiting. It is also common for persons to become agitated.

8. The victim shall continue to be observed and treated as the situation dictates as the NARCAN dose is only effective for a short period of time.

9. The administering officer shall inform EMS about the treatment and condition of the victim and shall not relinquish care of the victim until relieved by a person with same or higher level of training.

10. Once used, the NARCAN device is considered bio-hazardous material and shall be turned over to EMS personnel or shall be disposed of in accordance with protocols for disposal of hypodermic syringes.

#### **4.12.5 Narcotics and Drug Paraphernalia**

The officer shall seize any illegal and/or non-prescribed narcotics, including drug paraphernalia, that is found on the victim, or in the immediate area, and process the evidence in accordance with established procedures.

In accordance with C.G.S. 21a-279 and 21a-267, the officer cannot charge a victim with possession of drugs or drug paraphernalia based solely on discovery of evidence resulting from medical assistance for a drug overdose. Connecticut General Statutes do not bar prosecution for possession of drugs and/or drug paraphernalia with intent to sell or dispense.

C.G.S. 21a-279 and 21a-267 prohibit prosecuting any person who seeks or receives medical assistance in "good faith" under the following scenarios:

- When a person seeks assistance for someone else based on a reasonable belief that the person needs medical attention for himself/herself.
- When a person seeks medical attention based on a reasonable belief that he or she is experiencing an overdose.
- When another person reasonably believes that he or she needs medical attention.

"Good faith" does not include seeking medical assistance while law enforcement officers are executing an arrest or search warrant or conducting a lawful search.

#### **12.6 Certification and Re-Training**

Only sworn officers who have completed the department's approved training course in the use and proper administration of Intranasal Naloxone shall be authorized to administer Intranasal Naloxone.

The Norwalk Department of Police Service shall train sworn personnel in the proper administration of NARCAN in coordination with Medical Control at Norwalk Hospital. Re-training is required as prescribed by Medical Control at Norwalk Hospital.

#### **4.12.7 Issue, Storage and Replacement of Intranasal Naloxone Kit**

The Intranasal Naloxone Kits shall be issued to each officer following training. The kits shall be maintained by the officer and carried while on patrol. In accordance with manufacturer's instruction, Intranasal Naloxone must be kept out of direct light and stored at room temperature (between 59 and 77 degrees Fahrenheit).

An Intranasal Naloxone Kit shall be kept in the holding facility and front desk, as well as a bag valve mask.

Officers shall check kits to assure they are in proper condition and have not expired.

In the event that an Intranasal Naloxone Kit is expired, has been used, opened or otherwise damaged, the officer shall contact their supervisor for a replacement.

#### **4.12.8 Reporting Requirements**

After utilization of NARCAN, the officer shall conduct a detailed investigation and shall document the investigation in a written report. Any evidence present shall be gathered and the officer shall notify a supervisor and an investigator of the apparent overdose.



## CHAPTER 4.0

### APPENDIX A

#### AUTHORIZED WRECKER POLICY

##### **I. Board of Police Commissioners Authority**

The Board of Police Commissioners is responsible for the following activities:

- reviewing and acting upon applications for entry onto the police tow list as “authorized wrecker services”.
- reserving the right to limit the number of “authorized wreckers” for an active eligibility list.
- delegating the Chief of Police to oversee the operations and coordinate “authorized wrecker” activities
- establishing maximum rates which can be charged by “authorized wrecker services” for towing of vehicles
- imposing penalties against “authorized wreckers” pursuant to the complaint procedure outlined in Section VII.
- reserving the right to make changes in the towing and authorized wrecker policy of the Norwalk Department of Police Service.

##### **II. Chief of Police Responsibilities**

Upon receipt by the Board of Police Commissioners of a request to be added to the list of “authorized wreckers”, the Chief of Police, shall cause an investigation be conducted to assure the credentials of the requesting agency. The Headquarters Division shall be responsible for investigating and monitoring the “authorized wrecker program”.

The Chief of Police shall establish a rotating tow list made up of “authorized wreckers” approved by the Board of Police Commissioners. This list shall be posted in Communications and shall rotate weekly, beginning each Thursday at 0001 Hours.

The Chief of Police shall cause inspections to be conducted on the equipment and premises of agencies listed as “authorized wreckers”, to assure compliance with this policy.

The Chief of Police, when notified of a complaint against an authorized wrecker or operator, shall direct an investigation into the allegations and may refer the matter to the Board of Police Commissioners for review.

##### **III. Requirements for Entry to Authorized Towing List**

Requests for any agency to be approved as an “authorized wrecker” and added to the tow list, shall be made in writing to the Board of Police Commissioners, Department of Police Service, PO Box 848, Norwalk, Connecticut 06852. This application shall include an affirmation that the requesting wrecker service has met all requirements as outlined in Section IV.

No person or corporation shall be allowed to hold, directly or indirectly more than one place on the “authorized wrecker list”. In applying this prohibition, an individual shall be presumed to hold a place on the authorized wrecker list whenever he or she, or any member of their immediate family owns an interest in or is employed by any corporation, partnership, or business holding a place on the “authorized wrecker list”. In the instance of corporations, this requirement shall not be met if more than one entity within a “controlled group of corporations” as defined in Section 1563 of the Internal Revenue Code (26 U.S.C. S1563) is on the list. The Chief of Police may require any entity on the list or any applicant to disclose such information as may be required by the police department to determine compliance with the requirement.

Any change in ownership or license of any garage on the "authorized wrecker list" shall be reported, in writing, to the Chief of Police within 24 hours of such change.

## **Authorized Wrecker Service Requirements**

All wreckers designated by the Board of Police Commissioners as "authorized wreckers" shall have at the time of application and maintain during their tenure on the tow list the following equipment, and agree to abide by the following guidelines, at a minimum:

1. Possession of a valid:
  - a) Connecticut Motor Vehicle General Repairer's License, or
  - b) Connecticut Used or New Car Dealer's License, or
  - c) Connecticut Limited Repairer's License

License must list place of business as being located within the City of Norwalk.

2. Proof of adequate insurance to cover liability for damage to vehicles being towed and damage to or loss of vehicles being stored, as per Section 14-112(b), Connecticut General Statutes. A current copy of the certificate on file with the Commission of Motor Vehicles shall be sent to the Board of Police Commissioners and kept on file at the Department of Police Service. In addition, each authorized wrecker service shall maintain a minimum of \$1,000,000 in insurance coverage to cover any damages to persons or property resulting in their performance as an authorized wrecker service. A current copy of this certificate shall be sent to the Board of Police Commissioners and kept on file at the Norwalk Department of Police Service.
3. A storage area for at least twenty (20) vehicles. The storage area must comply with all zoning regulations and be located within the geographical boundaries of the City of Norwalk.
4. A minimum of two (2) wreckers.
  - Wreckers must have a Gross Vehicle Weight (GVW) of at least 10,000 pounds.
  - Wreckers must be equipped with a power wrecker with a boom capacity of 8,000 pounds. The power shall be hydraulic or mechanically driven by the vehicle engine. Electrically powered wreckers are not acceptable.
  - All wreckers shall be equipped with dollies and/or a wheel lift type lifting mechanism to facilitate the towing of any vehicles
  - Wreckers to be equipped as per Section 14-66(b), Connecticut General Statutes and comply with any regulations by the Commissioner of Motor Vehicles.
  - Wreckers shall be equipped with broom and shovel to clean debris from tow scenes
  - Wreckers shall be conspicuously marked with the name and phone number of the wrecker service in a permanent fashion, on each wrecker.
  - A flatbed wrecker may be substituted for one boom type wrecker
5. Access to a heavy duty wrecker by ownership or through agreement with another "authorized wrecker" service from the rotating list, possessing such equipment. For the purposes of these regulations, a heavy duty wrecker shall mean a vehicle meeting the following minimum standards:
  - a gross vehicle weight of 35,000 pounds
  - a boom capacity of 40, 000 pounds
  - 200 feet of towing cable
  - air brakes

6. There must be twenty-four (24) hour two-way mobile communication from the authorized dispatcher to mobile units. Citizens Band (CB) radios are not acceptable.
7. All members of the "authorized wrecker" list shall conform with all laws regarding the Connecticut General Statutes, City Ordinances and/or Rules, Regulations, Policies and Procedures in regards to wreckers.

## **V. Authorized Wrecker Responsibilities**

When the "authorized wrecker" is on duty call, he will make his agency available twenty-four (24) hours day, except:

- When he notifies the dispatcher that another member of the "authorized wrecker" list is covering for him OR,
- When he leaves his regular call number, he will call the dispatcher and advise where he can be reached.

When the "authorized wrecker" has been notified by our department's police dispatcher of an assignment, it is expected that he will respond as soon as is reasonably possible:

Reasonable possible time has been established as twenty (20) minutes, except:

- extreme heavy traffic conditions prevail.
- adverse weather conditions prevail.
- unexpected wrecker breakdown.
- reassignment by our police dispatcher.

When responding to a call, the "authorized wrecker" will comply with all regulations of the Connecticut Motor Vehicle statutes.

Upon arrival at the scene and before securing from the scene, the operator of the wrecker shall be responsible for the cleaning of all debris associated with and from the accident area, excluding antifreeze or other hazardous materials.

No member of the "authorized wrecker" list will chase police calls, nor will they stop and offer to tow when not on call unless they are asked to do so by a police officer on an accident scene.

In the case of emergency conditions, e.g. snow emergencies or other exigent conditions, the Norwalk Department of Police Service reserves the right to utilize other "authorized wrecker" agencies as it deems necessary to expeditiously facilitate the removal of vehicles involved in such emergency conditions.

Each member of the "authorized wrecker list" shall be required to have a person available at reasonable times, (including Saturdays), so that owners or operators may claim their vehicles.

## **VI. Schedule of Rates Charged by "Authorized Wreckers"**

Each "authorized wrecker" shall have on file with the Norwalk Department of Police Service, a schedule of rates and charges (including storage charges) related to towing operations. The "authorized wrecker" will not charge a higher rate than that on file with the Police Department for police wrecker calls. Rates will not be a consideration of the Police Department so long as rates are not greater than the rates established by the State Of Connecticut Department of Motor Vehicles. The rates charged by "authorized wreckers" shall be posted at each "authorized wrecker" place of business, and carried upon each "authorized wrecker".

## **VII. Complaints Filed Against Wrecker Agencies and/or Their Operators:**

**When filed by any sworn or non-sworn member of the department:**

- shall be in writing
- shall include the day, date, time and location, along with a summary of the incident
- shall be directed to the Chief of Police through the chain of command

**When filed by a civilian:**

- shall be directed to the commanding officer on duty

The commanding officer on duty shall:

- obtain a written statement from the complainant, whenever possible, detailing the circumstances of the complaint
- document the complaint in a written report to the Chief of Police

**Violations by Authorized Wreckers or Operators**

If an "authorized wrecker" is found in violation of any of the Connecticut General Statutes, City Ordinances, Rules, Regulations governing the Policies and Procedures, or any act that would reflect adversely upon the Norwalk Department of Police Service of the City of Norwalk, they shall be subject to sanctions by the Board of Police Commissioners.

Penalties may include:

- letter of reprimand.
- loss of rotation from towing list.
- removal from towing list.

When a complaint is deemed a violation of the Connecticut General Statutes, the Department of Motor Vehicles, Division of Dealer's and Repairer's, will be advised of such violation in writing.

**VIII. Complaints Against Police Officers by Members of Authorized Wreckers:**

The procedure will be as per Directive 2.8 (Citizen's Complaint Procedure).

## **CHAPTER 5.0**

### **TRAFFIC ADMINISTRATION**

#### **5.1 ORGANIZATION**

##### **5.1.1 Traffic Function**

The commanding officer of the Community Police Services Division is responsible for coordinating the department's administrative traffic duties. These duties shall include:

- Coordination with the Department of Public Works on traffic engineering issues.
- Maintaining liaison with traffic safety groups.
- Recommending enforcement measures, techniques, programs and/or locations
- Involvement with traffic safety education.

The commanding officer of the Community Police Services Division shall maintain liaison with the Deputy Chief of Operations in order to obtain assistance in carrying out the traffic-related responsibilities.

##### **5.1.2 Traffic Enforcement Responsibilities**

The patrol division is responsible for the enforcement of traffic laws and regulations. In addition, all uniformed officers of this department whether or not in the patrol division share the responsibility of enforcing traffic laws.



## CHAPTER 5.0

### TRAFFIC ADMINISTRATION

#### 5.2 TRAFFIC RECORDS

##### 5.2.1 Traffic Records Maintenance, Retention, and Release

The Administrative Manager is responsible for managing the department's traffic records system. Such records shall include:

- accident investigation records and reports
- traffic enforcement data (including case dispositions)
- roadway hazard reports
- traffic enforcement activity reports

In addition to reports compiled by this department, information is available from other agencies for use in traffic related duties. The Traffic Analyst from the Department of Public Works will assist in preparing or obtaining reports for members of this Department.

All traffic accident and police records made during the investigation of a traffic accident shall be released pursuant to Section 7-282 of the Connecticut General Statutes (Municipal Accident and Police Records). All traffic accidents reports will be entered into TRACVIEW.COM by the records department personnel. The Tracview system will allow easier access to traffic accident data.

All requests for traffic data relating to enforcement activity, accident rates and or arrest information shall be handled according to Directive 9.2 of this manual.

All traffic records relating to accidents and/or enforcement activity shall be retained pursuant to the State of Connecticut Public Records Retention Schedule as authorized by Connecticut General Statute 7-109.

Pursuant to statute, reasonable fees may be charged for copies of police and/or accident reports.

##### 5.2.2 Accident Report/Citation Review

The following process shall be used to review all traffic accident investigation reports and citations submitted by members of this department:

1. Officers shall turn in all traffic accident investigation reports to a field supervisor prior to the end of their shift.
2. Field supervisors will review the accident reports for completeness and ensure accurate information insofar as possible from reviewing the report. The reviewing supervisor will sign or initial page 2 of the accident report in the space provided.
3. If an error or incomplete report is found, the supervisor shall retain the report until contacting the officer for clarification or completion. The reviewing supervisor will forward a

notation to the Records Division indicating the date, case number and officer assigned to such accident, and that the accident is being withheld pending revision. This notation will be signed by the supervisor withholding such report.

4. Any time there is a question about the accuracy of information included in an accident report, the person inquiring will be referred to the supervisor who reviewed such report, or the officer's immediate supervisor.
5. Summonses, infractions, or written warnings that have been issued either as an on-site violation or due to a traffic accident shall be turned over to the Desk Officer prior to the end of the officer's shift.

### **5.2.3 Traffic Data Summaries**

The commanding officer of the Community Police Services Division shall prepare monthly and yearly statistical reports relating to traffic accidents and enforcement. Such summaries shall include at a minimum:

- total vehicle accidents by type (fatality, injury, property damage)
- traffic citations issued as a result of an accident
- traffic citations issued for on-site violations

Such reports shall be distributed to the Chief of Police, Deputy Chief of Operations, and all division commanders. Such reports shall be used to assist in planning traffic enforcement or accident prevention programs, and evaluating the effectiveness of such programs.

Traffic summaries shall follow the format as described in Directive 2.4.1 of this manual.



## CHAPTER 5.0

### TRAFFIC ADMINISTRATION

#### 5.3 SELECTIVE ENFORCEMENT

##### 5.3.1 Selective Traffic Law Enforcement

The ultimate goals of traffic law enforcement are to reduce accidents and seek voluntary compliance with vehicle and traffic laws. The Norwalk Department of Police Service subscribes to the concept of selective traffic law enforcement. Selective traffic law enforcement is the assignment of personnel and other resources to traffic enforcement activities at times and locations where hazardous or congested conditions exist. Further, enforcement efforts shall be directed toward the types of violations which have been identified as causative factors in accidents. Such selective enforcement assignments are made based upon such factors as:

- traffic volume
- accident experience
- frequency and/or seriousness of traffic violations
- emergency and service needs

The Patrol Division and platoon commanders will determine appropriate times and places to conduct selective enforcement efforts after reviewing the traffic data for a particular area and in consultation with the commanding officer of the Community Police Services Division, who receives information and feedback from the community regarding traffic related issues as part of his community relations function.

The commanding officer of the Community Police Services Division, in consultation with the Chief of Police and the Deputy Chief of Operations, shall compile and review traffic data. The Platoon Commanders or their designees are responsible for implementing the selective enforcement techniques and procedures. In implementing selective enforcement efforts, supervisors should keep in mind that one of the main purposes of traffic enforcement is to seek voluntary compliance. Consistent with that purpose, vehicles used for selective enforcement efforts should not be furtively positioned in relation to roadway traffic.

The commanding officer of the Headquarters Division is responsible for providing and maintaining equipment used for traffic law enforcement. Such equipment will be readily available to the Patrol Division. This includes certification and maintenance of the department's speed measuring devices and breathe test equipment.

##### 5.3.2 Traffic Review

The State of Connecticut Department of Transportation provides traffic reports to the City of Norwalk. Such reports are based upon accidents reported by this department on all public roadways in the City of Norwalk. The Records Department will transmit all fatal accident PR-1 And PR-2 form reports to the Connecticut Department of Transportation, Division of Systems Information within 60 days of the accidents occurrence.

The Deputy Chief of Operations or his designee is responsible for receiving and interpreting the data from these reports. The Department of Public Works traffic analyst may assist in evaluating such data. Data provided will be used in planning selective enforcement efforts.

### **5.3.3 Selective Enforcement Evaluation**

Each year, the Deputy Chief of Operations or his designee will evaluate the effectiveness of selective enforcement efforts during the previous calendar year. This evaluation will include tabulation of all enforcement activities including warnings, and citations. The evaluation will also include a comparison of collision data and enforcement activities data.

The evaluation report along with comments and recommendations for future enforcement activities will be forwarded to the Chief of Police.

## CHAPTER 5.0

### TRAFFIC ADMINISTRATION

#### 5.4 PERSONNEL DEPLOYMENT

##### 5.4.1 Deployment of Traffic Enforcement Personnel

Selective Enforcement activities shall be performed in conjunction with other patrol responsibilities. Such selective traffic enforcement shall be conducted in areas having the greatest concentration of accidents, calls for traffic services, and at the times when accidents most frequently occur. Such assignments shall be based upon a traffic analysis covering the most recent three-year period.

Enforcement efforts for selective enforcement assignments shall be directed toward those violations determined to be causative factors in accidents, using measures determined to be the most effective for the specific enforcement problems involved.

On occasion, when staffing levels permit, platoon commanders may deploy personnel for the specific purpose of traffic law enforcement. Also, the Deputy Chief of Operations may coordinate special enforcement efforts such as DWI roadblocks, roadside checks for equipment or seat belt compliance or school zone speeding enforcement.



## **CHAPTER 6.0**

### **CRIMINAL INVESTIGATION**

#### **6.1 ORGANIZATION AND ADMINISTRATION**

##### **6.1.1 Criminal Investigation Function**

The criminal investigative function is a very significant and integral part of the investigation of crime. The criminal investigation function involves the apprehension of criminals and the recovery of stolen property or contraband. The criminal investigation begins with the first notice of an event suspected of being a crime and concludes when the case is concluded by a disposition as described in Directive 6.1.6.

The goals of any investigation are:

- to gather information and evidence to show that a crime has been committed
- to gather information and evidence that will identify the offender, lead to his /her arrest and successful prosecution

##### **Preliminary investigation**

The preliminary investigation of most crimes is the responsibility of the responding uniformed officer. He/she is responsible for the arrest of the suspect(s) at the scene or in flight from the scene, the initial crime scene processing and/or preservation, and the recording of all factual data. The responding officer shall be responsible for the entire investigation with the following exceptions:

- internal complaints
- bad check complaints
- investigations initiated by an investigative unit (Detective Division; Special Victims Unit; Special Services Division, etc...)
- as directed by the officer's supervisor

##### **Follow-up investigation**

Patrol officers assigned to an investigation of an incident are responsible for completing any follow-up investigation of that incident, with the following exceptions:

- at the discretion of the officers supervisor
- when the investigation is assumed by an investigative unit or other appropriate agency

##### **6.1.2 Criminal Investigation Component**

The criminal investigation function of the Norwalk Department of Police Service is under the command of the Deputy Chief of Operations and is made up of three components:

- Detective Division
- Special Victims Unit
- Special Services Division

### **6.1.3 Referral of Investigation**

When the determination is made to request that an investigation be followed up by someone other than the patrol officer assigned to the incident, the officer's supervisor will refer the matter to the officer in charge of the respective unit having jurisdiction over the particular incident. The officer in charge of the division or unit will determine whether or not the investigation will be assumed, and to whom the investigation will be assigned. If the decision is made to assign the case for follow-up investigation, one investigator will be assigned as the principal case investigator and will be held accountable for the overall investigation.

#### **Jurisdiction**

Investigations will be referred to the division having primary responsibility for the follow-up action based upon the following criteria:

- Special Victims Unit: crimes involving juveniles including: child abuse; child sexual assault; missing children. Crimes against the elderly, disabled, special needs persons, or any other matter so directed by the Chief of Police
- Special Services Division: all crimes involving organized crime, narcotics, vice or gambling
- Detective Division: all other felonies where follow-up is required and necessary, misdemeanors where follow-up is necessary and upon approval of the officer in charge of the Detective Division, and any other matter so directed by the Chief of Police.

### **6.1.4 Solvability Factors Considered for Follow-up Action**

Case reports forwarded to the investigative units will be evaluated by the officer in charge to determine if follow-up action will be required. Decisions to follow-up cases will be made on a case-by-case basis depending upon available information. Occasionally, it may be necessary to gather further information before a decision can be made whether to assign a case for follow-up. The following factors will be considered when determining whether a follow-up investigation will be made:

- Can the suspect be named?
- Can the suspect be identified?  
Gender, race, nickname, physical description, clothing, etc.
- Is the location of the suspect known?
- Can the suspect be located?
- Were there witnesses present?  
Names, where they are located, etc... neighborhood canvas conducted
- Can the suspect vehicle be identified?  
Color, make, model, registration number, distinguishing features, etc.
- Was traceable property taken?  
Property with serial numbers or unique characteristics
- Was there identifiable latent prints or significant physical evidence present?
- Was the crime scene processed?
- Can a significant MO (Method of Operation) be developed?  
To show patterns or to link past cases
- Can it reasonably be expected that there was only a limited opportunity for the crime to be committed?  
What was the time span the crime was committed in?
- Is there reason to believe that the crime would arouse such public interest that public assistance would lead to the crime solution?  
Crimes against elderly, RRES crimes, unusual incidents, etc.

- \* Is there other reason to believe that further investigative effort would lead to the solving of the crime? (Surveillance tactics, stakeouts, further investigative efforts or interviews)

In addition to the use of solvability factors, for assignment of cases, one or more of the following criteria shall be used when considering case assignments:

- documented experience of the department
- documented experiences of other law enforcement agencies
- research conducted within the department
- research conducted by other law enforcement agencies

#### **Major case follow-up**

Regardless of the solvability factors, the following crimes shall be investigated by an investigative division:

- homicide
- serious assault
- felony sexual assault
- robbery
- arson
- kidnapping/abduction
- child abuse
- missing children
- RRES crimes

#### **6.1.5 Case Investigation Assignment Based Upon Experience**

Investigators shall be assigned cases based upon their knowledge, expertise, skills and qualifications. Cases requiring specialized skills are assigned to those investigators having those abilities. The purpose of this is to emphasize using the best qualified investigator available for a particular case. To meet this goal, the Norwalk Department of Police Service shall prepare investigative personnel through specialized and in-service training programs.

The assigned investigator has the flexibility to obtain help from other Norwalk Department of Police Service personnel who might have expertise that would be of assistance to the investigation. In addition, the assigned investigator may request assistance from their supervisor, or if their supervisor is unavailable, through the chain-of-command. Assistance may also be obtained from outside agencies such as the Federal Bureau of Investigation (FBI) or Alcohol, Tobacco, Firearms, and Explosives (ATFE), Drug Enforcement Administration (DEA), Connecticut State Police, etc., who may have a particular expertise. Prior to requesting assistance from outside the department, investigators must first receive permission from their supervisor, or the commanding officer of the division. If there is an exigent circumstance, and the commanding officer or supervisor is unavailable, the commanding officer or supervisor shall be notified as soon as possible, after contact with the outside agency is made.

#### **6.1.6 Administrative Designation of Cases**

Each case assigned to an investigative division shall be categorized with a specific designation to facilitate case management. The following designations shall be used:

- Open: case is assigned to an investigator and efforts are active
- Suspended: All available leads have been exhausted but the case has not been brought to a conclusion. Investigative efforts shall resume if new information is developed
- Closed: Case has been concluded

#### **6.1.7 Suspending Investigative Efforts**

Criteria to be considered when suspending investigatory efforts will include:

- absence of further leads
- unavailability of investigative resources
- the degree of seriousness of the offense

Cases may only be declared suspended upon supervisory review and approval.

#### **6.1.8 Informing Crime Victims of Case Status**

In order to keep crime victims and other principals fully aware of the status of their case, investigators shall make initial contact with the complainant in each case to which they are assigned as soon as circumstances permit. If contact can not be made within 48 hours, the assigned investigator shall notify his/her supervisor.

During the course of an investigation, investigators will keep in contact with complainants/victims or other principals in the case as needed, but will notify them as soon as circumstances permit, any time there is a status designation change on the case (i.e. active to suspended or active to closed, etc.). In general, the investigator will attempt to make a second contact by phone or in person, with the complainant within 30 days of the initial contact. A report of the second contact will be included in the case file.

#### **6.1.9 Case File Maintenance**

Original offense and supplemental reports shall be maintained in the central records of the Norwalk Department of Police Service, with the exception of Special Services Division cases. Original Special Services Division supplemental reports on cases may be held in the Special Services Division at the approval of the commanding officer of the Special Services Division based upon the confidentiality and sensitive nature of the case.

From time to time, it may be necessary for other investigative divisions to maintain original copies of reports. The commanding officer of the particular investigative unit may authorize the retention of original report copies, due to their sensitive or confidential nature and only on a case by case basis.

The following applies to routine case files maintained in the investigative divisions.

1. Norwalk Department of Police Service case jackets shall contain all pertinent documents relating to a particular file. They shall contain a copy of the preliminary investigative reports, records of statements, results of examinations of physical evidence, monthly case review form, and other reports and records needed for investigative purposes. Case jackets should function as an immediate information resource to investigators and their supervisors.
2. Original case reports shall be maintained in central records except as noted above and copies forwarded to the respective investigative unit and turned over to the investigator assigned to the particular incident. The investigator assigned will prepare supplemental reports as necessary and forward the original copy to central records and maintain the investigative copies in the case jacket.



Access to investigative case files shall be on a "need to know" basis with permission of the assigned investigator or unit supervisor. Case jackets shall remain in the investigative unit for a maximum of one year and may then be transferred to the central records unit. The exception to this are those cases designated as "major cases" by the investigative unit commanding officer, which shall be maintained indefinitely in the investigative unit. Investigative cases turned over to central records shall be maintained pursuant to law.

#### **6.1.10 Investigative Unit Case Log**

For ease of filing, a separate investigative unit case number shall be assigned to each case opened in the investigative unit for follow-up.

All cases assigned to an investigator must be logged in the respective division case log. The log entry shall include the following information:

- headquarters case number
- division assigned case number
- date opened
- investigator assigned
- incident
- location
- victim
- synopsis of incident
- suspect information

#### **6.1.11 Investigator Case Log**

Investigators shall maintain a case log of all cases assigned to them for follow-up. The case log shall include:

- headquarters case number
- division assigned case number
- date opened
- incident
- location
- status

#### **6.1.12 Supervisory Responsibility**

Supervisors shall meet with each investigator under their command on a monthly basis to review assigned investigations. All tasks assigned or requested of the investigator regarding their cases, will be issued in writing, as a monthly case status review, with a copy maintained by the supervisor. The supervisor will utilize the monthly case status review form NPD #059 to follow-up and ensure that each investigation is being properly pursued.

Supervisors shall maintain a log of cases assigned to investigators under their command. The log shall include the following information:

- date assigned/opened
- investigator
- division case number
- headquarters case number

- status designation

#### **6.1.13 Temporary Assignment Investigative Function**

Certain positions in the Special Victims Unit and the Special Services Division are routinely staffed by patrol officers. Assignments to these units shall be made at the discretion of the Chief of Police.

Vacancies for these assignments shall be posted and candidates shall submit their request in writing to the Chief of Police. Assignment will be made after a review of candidates by the Chief of Police and division commander. Final approval is at the discretion of the Chief of Police.

When manpower situations permit, and at the discretion of the Chief of Police, patrol officers may be assigned to the Special Victims Unit, Special Services Division, or Detective Division, on a temporary basis. The temporary assignment will serve to strengthen the officer's ability and enhance his/her career development. These assignments will also help develop the officer's preliminary investigative ability and create a pool of officers with investigative ability and experience.

## CHAPTER 6.0

### CRIMINAL INVESTIGATION

#### 6.2 OPERATIONS

##### 6.2.1 Criminal Investigation Procedures

Upon receipt of a case to be investigated, the investigator will first analyze and review all reports submitted. After reviewing and analyzing the reports, it may be necessary to re-interview the complainant, witnesses, and even the suspect if he/she was arrested. This process can often produce additional valuable information such as other unknown witnesses or possible contacts of persons in the area of the crime known to the subjects interviewed or interrogated. At this point in the investigation, the investigator should attempt to develop additional information pertaining to his/her investigation. In developing case information, investigators should utilize information that is generally available and does not place an officer's safety in jeopardy. Officers can and should endeavor to get information from sources such as, but not limited to:

- police incident reports
- traffic citations/summonses
- state and federal records (NCIC and CSBI)
- fingerprint files
- local, state and federal law enforcement agencies
- court records and documents
- probation and parole departments
- motor vehicle department
- social service agencies
- city tax assessor's office
- town clerks office
- state liquor control commission
- public utility companies
- banks and other lending institutions
- other law enforcement agencies
- telephone and cellular phone records
- internet sites

##### **Collection, preservation and use of physical evidence**

Physical evidence shall be searched for, collected and preserved when investigating any crime scene. Investigators should remember the value of physical evidence collected at a crime scene and ensure that it is used appropriately in the development of the case. Physical evidence shall not be converted for department use, other than by order of the court.

In most incidents that are being immediately referred to an investigative unit, an investigator from the unit will take responsibility for the crime scene and the collection, preservation, and use of any physical evidence. In instances where the follow-up action is expected to be completed by the patrol officer, then the officer shall be responsible for this function.

##### **Blood samples, body fluids, DNA samples**

The State of Connecticut Forensic Science Laboratory recommends the following guidelines:

1. Liquid Samples: Collect on a clean cotton swatch and air dry before packaging.
2. Known Blood Samples: Obtain one purple top tube of blood.
3. Dried Bloodstains: Photograph and document the pattern prior to collecting. The preferred method is to send the article containing the stain to the lab. A second option is to scrape the stain into a druggist fold or use a sterile swab moistened with distilled H<sub>2</sub>O. Air-dry the swab prior to packaging.
4. Bloodstained clothing and articles: air dry and wrap in paper. Clothing or articles containing other body fluids: air dry and package in paper. Wrap flat, protecting the stained area.

### **Eyewitness Identification Protocol**

To ensure accuracy and reliability, the Police Officer Standards and Training Council has issued procedures and guidelines for conducting of eyewitness identification. A fair and objective identification procedure promotes accurate and reliable identification or non-identification by the witness. Identification procedures used will be either photographic lineup, show-up, or field view. Video recording, audio recording, or physical lines for eyewitness identification is not utilized.

When multiple witnesses are involved, they should never communicate with one another. Witnesses shall view photographs, show-ups, or field views separately.

### **Photographic**

Photographic lineup procedures include either the double blind or the blind folder shuffle. The identification procedure shall be conducted in such a manner that the person conducting the procedure does not know which person in the photo lineup is suspected as the perpetrator of the offense, i.e. double blind procedure, except that, if it is not practicable to conduct a photo lineup in such a manner, the photo lineup shall be conducted by the use of a folder shuffle method, computer program, or other comparable method so that the person conducting the procedure does not know which photograph the eyewitness is viewing during the procedure. The photographs included in a photo lineup shall be presented sequentially so that the eyewitness views one photograph at a time.

Once completed, all photo's utilized should be entered into LEAS as evidence and then turned over to the Property Unit. Officers must document in their report the results.

### **Show-up**

Show-ups identification procedures usually occur shortly after the commission of a crime and/or when a suspect is apprehended at or near the crime. When conducting show-ups, officers should transport victim/witness to suspect location. The suspect should only be transported to victim/ witness under extenuating circumstances. Officers shall avoid words, gestures, or expressions which could influence the witness' selection. Officers must document in their report where the show-up was given and the subject(s) in the show-up.

### **Field View**

Field view identification procedure includes the eyewitness viewing a group of people in a public place on the theory that the suspect may be among the group. A field view differs from a show-up in that it may be conducted well after the commission of the crime and may be conducted with or without a suspect in the group.

NPD Form 100, consisting of three (3) pages, must be completed when conducting eyewitness identifications. A copy of the form must be submitted to the Professional Standards Office and forwarded to P.O.S.T. in accordance with P.O.S.T. policy.

## **Other investigative methods**

Other investigative methods used by members of the investigative divisions shall include, but not be limited to:

### **SURVEILLANCE OPERATIONS**

Surveillance operations are undercover operations conducted by or in coordination with the Special Services or Detective Divisions. The purpose of which is to obtain information concerning potential criminal activity for use at a later phase of the investigation. No confrontation or arrest of criminal offenders is contemplated during the operation. There is no minimum number of officers who must be used in surveillance operation. The total number of officers utilized shall be determined by the officer in charge of the surveillance operation and shall be based upon all available information. The safety of the officers involved in the operation and the safety of those non-police persons who may become involved must be considered.

### **STAKE - OUTS**

A stakeout is an undercover operation, the outcome of which is expected to be confrontation of and subsequent arrest of criminal offenders by persons assigned to the operation.

A minimum of two officers will be used on stakeout operations. This number may include an observation officer(s) whose primary duty of observing and recording activity and recording or relaying their observation, and support officer(s) who have the primary duty of receiving information from the observation officer(s); recording such information and taking the necessary action based upon the information received.

The total number of officers utilized shall be determined by the officer in charge of the stakeout operation and shall be based upon all available information. The safety of the officers involved in the operation and the safety of those non-police persons who may become involved must be considered.

### **USE OF INFORMANTS**

#### **General guidelines:**

There are times when the use of informants is necessary for the successful completion of an investigation. The use of informants is a legal and proper tool utilized by officers.

Confidential informants are private citizens who have entered into a confidential agreement with a law enforcement agency to provide information about criminals or criminal activity in exchange for monetary or other consideration. These guidelines apply to confidential informants generally used by investigators for an extended period of time.

The Chief of Police may place restrictions on the use of informants as an investigative tool. Individual officers shall develop and use confidential informants only for authorized law enforcement purposes.

Confidential informants used by this department must enter into a written "cooperating individual agreement." This agreement shall detail the terms of the relationship of the confidential informant with the department. The Norwalk Department of Police Services places high value on the anonymity of confidential informants. Controlled procedures and established systems exist to safeguard the identity of a confidential informant, thereby reducing the risk of unnecessary exposure of the informant's personal information. Care should be excersized not to reveal the informant's true identity. If it appears likely that an informant's identity would compromised, then he or she should not be used.

The commanding officer of the Detective Division must approve the use of a confidential informant.

(The use of informants by the Special Services Division is governed by Directive 8.2.4, & 8.2.5).

#### Informant Files

The commanding officer of the Detective Division may elect to maintain a confidential informant file or may elect to utilize a single file in cooperation with the commanding officer of the Special Services Division. These files shall be maintained separately from any other files and accessible only to the commanding officer of said division and the Chief of Police. Any other person needing access to these files shall contact the commanding officer of the division.

The commanding officers of the Detective Division and Special Services Division shall meet on a regular basis and review the use of the confidential informants by personnel under their command. This is to ensure the accountability and proper usage of the confidential informants and to ensure that all parties are aware if and when a confidential informant is being used and/or paid by more than one member of the department at the same time.

Each informant file shall contain the following information:

- signed cooperating individual agreement
- code name or number assigned to the informant
- biographical and background information including a criminal history check
- when possible, a current photograph and fingerprint card
- complete identifying and locating information on informant
- informants involvement in operations
- record of payments to informants

#### Informant Funds

Funds for informant purposes shall be controlled pursuant to this Directive along with Directive 2.10.7 Fiscal Management.

Funds from the Detective Division evidence fund may be used for the following purposes:

- informant purchases of evidence
- undercover police purchases of evidence
- payments to informants for information regarding criminal activity
- payments to undercover police officers for expenses related to a criminal investigation

The proper and accurate record keeping of city funds from the evidence/buy account is the direct responsibility of the commanding officer of the Detective Division. The commanding officer of the Detective Division shall follow specific operational guidelines as approved by the Chief of Police for use of funds for informant or evidentiary purposes. The commanding officer of the Detective Division is responsible for, at a minimum, the quarterly accounting of the cash funds by indicating in the account ledgers that the reconciliation was completed.

#### Precautions to be taken with Informants

Informant contacts will be made by at least two officers when possible and practical.

A female informant should not be contacted by a lone male officer. Officers should take additional precautions when dealing with informants whose sexual preferences may make investigation more susceptible to compromise through alleged improprieties.

When debriefing an informant, any information relating to violations of law which would interest other divisions or agencies will be explored and appropriate notification and correspondence forwarded.

### Juvenile Informant Precautions

Although the use of juvenile informants is discouraged, there may be times when the use of such informants is necessary for the proper investigation of a particular incident. The use of a juvenile informant must first be approved by the commanding officer of the particular division whose officer/investigator is requesting to use the informant.

If use of a juvenile informant is authorized, a written release must be signed by the parent or guardian giving permission to the juvenile to act as an informant. The written release must be witnessed and signed by the officer intending to use the juvenile as an informant. The parent or guardian shall be kept fully informed as to the status of the juvenile informant. If it appears likely that a juvenile informant would be placed in emotional or physical harm, he/she will not be used even with the parent or guardians permission.

### Use of Informants by Field Officers

From time to time, field officers and/or investigators may utilize informants during the course of a particular investigation. In contrast to an ongoing informant relationship, these types of informants are generally used on a case-specific basis. Any officers that wish to make a payment of public funds to an informant must consult their immediate supervisor. If the supervisor determines that a payment to the informant is appropriate, the supervisor shall contact the commanding officer of the Special Services Division or the Detective Division, depending upon the type of information gained.

The commanding officer of the investigative division contacted, shall authorize payment to the informant, if appropriate. This payment to the informant shall be recorded by such investigative division, consistent with departmental directives.

### Other Cooperating Individuals

Cooperating individuals are private citizens who for many reasons may give information to the police regarding criminal activity. Nothing in this section shall be construed as to inhibit officers from receiving information from cooperating individuals. Any consideration afforded cooperating individuals in exchange for information shall be in accordance with departmental regulations and applicable laws.

## **6.2.2 Preliminary Investigations**

Officers conducting preliminary investigations shall follow the following steps when appropriate, depending upon the nature of the offense:

1. Provide first aid to injured
2. Maintain the crime scene and protect evidence:  
The officer should limit access to the crime scene area to only those persons who have a need to enter. The "area" as described is the farthest distance that evidence may be found. Collect and/or preserve evidence as appropriate.
3. Affect the arrest of suspect(s) in accordance with state and federal law
4. Locate and identify witnesses
5. Observe all conditions, events and remarks surrounding the offense

It is important for the officer to record his/her own personal observations as well.

6. Interview the complainant and witnesses
7. Interview and interrogate suspects, if appropriate
8. Notify supervisor in any of the following situations:
  - emotionally disturbed persons where less than lethal weapons may be needed
  - serious felony criminal acts have occurred
  - untimely or suspicious deaths
  - incidents where force has been used by police officers
  - accidents of any kind where serious injury or death has occurred
  - accidents involving on duty city employees or city owned vehicles or equipment
  - any injury to patrol division personnel
  - an escape or attempt escape from police custody
  - a hazardous waste spill
  - a hostage situation or barricaded suspect
  - at the request of citizen
  - RRES crimes
9. Report the entire incident fully and accurately, determining in detail the exact circumstances of the offense

A thorough preliminary investigation may be sufficient to bring the case to a satisfactory conclusion thereby eliminating the need for follow-up investigation.

### **6.2.3 Follow-up Investigations**

The following steps will be used when conducting a follow-up investigation and will only be used to the extent that they are necessary, depending upon the nature of the investigation. It is understood that no amount of preparation or no amount of experience can provide a list by which every criminal investigation may be completed or successfully dealt with. Instead each investigator should incorporate the following steps in his/her own past experience, training and talents when conducting a follow-up investigation:

- review and analyze all previous reports in the preliminary investigation
- gather additional information as noted above
- conduct additional interviews and interrogations
- review laboratory results
- arrange for dissemination of appropriate information to appropriate sources
- plan, organize and conduct searches
- identify and apprehend suspects
- collect physical evidence
- determine involvement of suspects in other crimes
- check criminal history of suspects
- prepare case court presentation
- assist in prosecution

### **Investigative Checklist**

In most cases, the offense report serves as a satisfactory checklist for investigations. More complicated investigation may require additional effort and investigation. For this reason a progressive checklist known as the "Major Case Checklist" is used to ensure that critical areas of an



investigation are not overlooked. The "Major Case checklist" form, NPD044, is included in the Norwalk Department of Police Service Forms manual available at the front desk.

#### **6.2.4 "On Call" Investigator Coverage**

The Detective Division of the Norwalk Department of Police Service has Detectives on duty from 7:00 a.m. to 11:00 p.m. Monday - Friday. In the event that a serious incident occurs between 11:00 p.m. and 7:00 a.m., which may require the immediate attention of an investigator, the officer in charge of the patrol division on duty will authorize that an investigator be called. The communications division will notify the commanding officer of the Detective Division or a detective squad supervisor. The supervisor will determine whether or not to order an investigator to duty, and if so, the number of investigators to be called. The commanding officer or supervisor of the Detective Division shall designate the investigator(s) to be called to duty. In general the following schedule will be utilized.

##### **11:00 p.m. to 3:00 a.m.**

The squad of detectives who finished their normal tour of duty at 11:00 p.m. will be the first called back to duty.

##### **3:00 a.m. to 7:00 a.m.**

The squad of detectives who will begin their normal tour of duty at 7:00 a.m., will be the first called in.

Weekend coverage will be pursuant to Collective Bargaining Agreement Article 4, Section 4.

If the incident is one that is routinely handled by the Special Victims Unit or Special Services Division, an attempt will be made to contact the commanding officer of the appropriate unit, to determine if an investigator from the division will respond. If contact can not be made, or if an investigator from that particular unit can not respond, then the Detective Division commanding officer will be contacted, and the above procedures followed.

#### **6.2.5 Attendance at Lineup**

To enhance communication between the investigative units and the patrol division, commanding officers of the Detective Division, Special Victims Unit and Special Services Division shall assure that a member of the investigative division attend patrol line-up at least once each week. In addition, members of the investigative divisions may attend line-ups for specific purposes or to disseminate particular information.

#### **6.2.6 Polygraph Examinations**

Polygraph examinations are a viable investigative tools utilized by the Norwalk Department of Police Service. All polygraphs are administered by the Connecticut State Police, Polygraph Unit, pursuant to guidelines set by the Polygraph Unit and pursuant to law. Prior to contacting the Polygraph Unit, officers must first obtain permission from their supervisor.

#### **6.2.7 Investigative Task Forces**

From time to time, specialized enforcement units may be organized on a regional or statewide level. The purpose of these units is to enforce specific laws pertaining to specific and identified problems affecting several jurisdictions or regions. The Chief of Police shall determine if (and to what extent) personnel are assigned to these specialized units. The Chief of Police may enter into written agreements with other agencies regarding assignment of personnel to such units. Such agreements shall include:

- identifying the purpose of the task force
- defining authority and responsibility

- establishing accountability
- identifying available resources
- evaluating the results and continued necessity of the task force

Whether or not personnel from the Norwalk Department of Police Service are assigned to regional or state enforcement units, members of the department will cooperate and coordinate enforcement efforts with such units to include officer safety measures and means of identification for task force participants.

Officer/participant safety may be increased via the participation in an event deconfliction program, ensuring appropriate communication channels are accessible, and providing for close supervision of all personnel involved. Prior to the execution of planned operations, all participants should be clearly identified to include a clothing description, and/or the carrying of identification and badge prominently displayed during non-undercover operations.

#### **6.2.8 Constitutional Requirements**

To ensure that the constitutional requirements of the defendant are met, members of the Norwalk Department of Police Service shall abide by all applicable state and federal laws consistent with the following guidelines:

##### **Confessions, statements or admissions**

Officers shall not coerce or obtain involuntary confessions from individuals suspected of criminal activity

##### **Miranda rights warning and waiver**

Prior to the interrogation of a suspect, when he/she is in custody or otherwise deprived of their freedom, an officer must first advise the subject of his/her constitutional rights according to the "Miranda Decision". Custodial interrogation is sometimes difficult to define, and therefore, when there is doubt about whether or not custodial interrogation exists, an officer should first advise the subject of his/her Miranda rights. When advising a suspect of his/her Miranda Rights, the officer should attempt to obtain a signed waiver prior to questioning, however, a verbal waiver is acceptable.

##### **Right to counsel**

Officers shall respect a defendant's sixth amendment right to counsel, and shall stay abreast of all current laws and Supreme Court decisions in this regard. It is incumbent upon members of the Norwalk Department of Police Service to notify the Holding Facility Officer (HFO) of the presence of a detainee in any division other than the jail area. This is to ensure that the HFO is able to contact the detainee or direct the efforts of counsel in contacting their client.

#### **6.2.9 Criminal Background Investigations**

Criminal investigations frequently involve background investigations of persons, particularly as they relate to white collar crime, organized crime and vice activities. Criminal background investigations shall be conducted only on persons who are the subject of an on-going criminal investigation.

Depending upon the type of criminal activity being investigated, there are various sources of information for background investigations. Such sources include:

- financial institutions
- business associates
- past and current employment records

- Internal Revenue Service
- other law enforcement agencies
- informants
- licensing records
- intelligence reports

Background investigation material shall be filed with a corresponding case number. The report shall detail the purpose of the investigation and the sources of information used. Access to such information shall be only a 'need-to-know' basis and shall be released only pursuant to law. Records of background information shall be kept in accordance with State of Connecticut Records retention requirements.

#### **6.2.10 Habitual or Persistent Offenders**

Connecticut General Statutes 53a-40 (Persistent Offenders) and 53a-40a (Persistent offenders of crimes involving bigotry or bias) describe and define a habitual or persistent offender. Officers of the Norwalk Department of Police Service shall notify the State's Attorney's Office in every case in which an offender is known, or is believed to be, an habitual or persistent offender as defined by law, and shall coordinate with the prosecutors office in the preparation and prosecution of such cases.

#### **6.2.11 Identity Theft Crimes**

Identity theft is a crime that costs businesses, end consumers and individuals billions of dollars. Significant credit problems and financial loss often affect individuals for years. Identity theft has also been linked directly to terrorist activities in both funding operations and obtaining documents for illegal purposes.

Section 605B of the Fair Credit Reporting Act (FCRA) entitles identity theft victims to certain important protections that can help them recover more quickly from identity theft if they file an "Identity Theft Report".

The Norwalk Department of Police Service shall accept and process identity theft reports and conduct investigations into identity theft when feasible. An information pack with specialized instructions is included as Appendix A of this Directive.

When possible, members of this department shall coordinate investigations of identity theft with other investigative agencies specializing in identity theft. Information packets regarding the prevention of identity theft shall be made available to the public at the police department and through the agency's website.

#### **6.2.12 Cold Case Investigations**

For the purposes of this Directive, a "Cold Case" is considered any unsolved major felony crime which is not subject to the limitation of time in which a person may be prosecuted under Connecticut General Statute 54-193(a) and 54-193b for Sexual Assault Offenses with DNA evidence. The majority of the cases will involve homicides, felony sexual assaults, suspicious missing persons and unidentified remains. A general time guideline has been set by the State of Connecticut Forensic Science Laboratory that a case investigation that has been inactive for over 3 years will be considered to be a "Cold Case".

A "Cold Case" database has been established that lists all of the Unsolved Major Felony investigations of the Norwalk Department of Police Service to include:

- case number
- date

- location
- victim
- suspect(s) if known
- evidence located
- locations of case file and any investigative databases the case has been entered into such as ViCAP (Violent Criminal Apprehension Program – FBI) or NamUs (National Missing and Unidentified Persons System – US D.O.J.)

All of the case files that meet the above criteria have been reviewed and summarized for quick reference. The case reports have been compiled into one original case file. Once a decision has been made for an investigator to reopen the case investigation, a working copy of the original file should be made and placed in a binder. The binder system should be set up in an alphabetical tab system allowing for new reports to be placed at the back of appropriate tab section such as case reports, statements, laboratory requests and examination reports, etc.

Once the working case file has been established, the investigator then must complete an evidence log/spreadsheet listing all of the evidence collected, location it was collected, by whom it was collected and any associated item or laboratory numbers with the evidence. Each item of evidence collected must be physically accounted for or have documentation that it was consumed during laboratory testing.

A meeting should then be scheduled with the Supervisory Assistant State's Attorney in Judicial District 1 (Stamford Superior Court – Part A) to review the case file and evidence to determine if the case investigation should go forward. In this meeting, it will be determined if the case has evidence with potential forensic value or if further interviews of witnesses or suspects are appropriate.

If the case contains evidence with potential forensic value, then a meeting must be set up with the Cold Case Coordinator at the State of Connecticut Forensic Science Laboratory. The meeting will be with members of the Forensic Science Laboratory, the case investigator and, at times, a member of the State's Attorney Office. In this meeting, there will be a case review with the emphasis on the evidence. The meeting will assist in determining if evidence previously examined should be re-examined using the latest technology in laboratory sciences. It will also determine if evidence previously collected, but not examined at the time, should now be examined based upon new technology or information.

As with any major investigation, case reports must be generated documenting any or all investigative efforts. A brief monthly summary of any investigative actions or activities in a cold case investigation shall be forwarded to the investigators commander and will be included in the Detective Division's Monthly Report to the Chief of Police.

#### **6.2.13 Use of Interview Rooms**

There are nine designated interview rooms inside the Norwalk Department of Police Service. The two interview rooms (104 and 105) located adjacent to the front lobby may be used by both sworn and non-sworn personnel for general interviewing purposes where privacy may be needed. Officers may also use these rooms for interviewing complainants, witnesses and/or non-custodial interviews of suspects. Generally, officers using these interview rooms will continue to wear their normal equipment and weapons. Personnel being interviewed in these rooms will generally be accompanied by a member of the department; however, when necessary, they may be left unattended for a short period of time. An electronic proximity reader device or the electronic release button pushed by the desk officer is needed to gain access into this hallway of the building. At no time are persons who are under arrest in police custody to be interviewed or left in these rooms.

Three more secure interview rooms are located in the interior first floor hallway and report writing area of the building (rooms 143, 144 and 145). Sworn personnel may use these interview rooms for

general interviewing purposes where privacy may be needed, or to interview complainants, witnesses and/or non-custodial interviews of suspects. Interview room 145 is capable of being video recorded and monitored by the HFO.

Suspects who are in police custody may be interviewed while they are in the booking area or in a holding cell. There may be times however, when an interview or interrogation should take place in the secure interview room located within the HFO cellblock area (room 161) or within one of the three interview rooms located in the Detective Division (rooms 206 and 207).

Interview room 206 is capable of audiovisual recording. In accordance with CGS 54-1o, an oral, written, or sign language statement of any person under investigation for or accused of a capital felony or a class A or B felony made as a result of a custodial interrogation at a place of detention shall be inadmissible as evidence unless an electronic recording is made of the interrogation and such recording is substantially accurate and not intentionally altered. See statute for exceptions.

If a suspect who is in custody is to be interviewed in the secure interview room or the interview rooms in the Detective Division, the following precautions shall be taken:

- When possible, at least two officers shall be present with the suspect during the interview. If circumstances are such that the interview must be conducted by a single officer, then room 161 only shall be used by the officer. He/they shall notify the HFO that he/they will be conducting an interview with an in-custody suspect using the secure interview room.
- Only one in-custody suspect shall be in the secure interview room or the interview rooms in the Detective Division at a time. A sworn officer must be with the suspect at all times.
- Officers shall secure their weapon in the weapons locker at the hallway entrance to the holding cell area or in the Detective Division weapons locker.
- Officers shall carry their portable radio with them into the interview rooms in order to alert dispatch in the event of an emergency, where the officer conducting the interview needs immediate assistance. If dispatch receives such request, assistance shall be summoned immediately.
- Normal equipment necessary to conduct the interview shall be maintained in these interview rooms. This equipment includes a desk, chairs, computer and a telephone. No extraneous material which may be used by the suspect to assault the interviewing officer shall be kept in the interview room.
- In-custody suspects being interviewed shall be allowed the necessary comfort and restroom breaks as needed. During these breaks, in-custody suspects shall be brought into the holding area for rest or to have access to a restroom or water.
- When transporting in-custody suspects out of the HFO area they will be handcuffed and shackled.

#### **6.2.14 Crime Tips**

The Norwalk Department of Police Service encourages the public to forward all information that may be useful in preventing criminal activity and/or in solving crimes under investigation. The department utilizes several methods of receiving crime tips anonymously. These programs shall be advertised and included on press releases and requests for information made to the media by the department.

## **TipSoft SMS Text Message & Online WebTips Program**

The Norwalk Department of Police Service subscribes to the TipSoft SMS Text Message system as well as the WebTips system which allows citizens to anonymously report crimes or information through texting or web based email. Citizens text "NPD plus the message" to CRIMES (274637). Upon reception of a tipster's incoming message, the system will auto-reply with a confirmation containing their unique Tip ID. Citizens may also access the anonymous tip system through the Norwalk Department of Police Service website. The TipSoft program will allow the general public the ability to provide information without the worry of their identity being known. The Deputy Chief of Operations or his designee shall be responsible for receiving, reviewing and disseminating all information received to the appropriate units, divisions or departments.

### **Tip Line**

The Norwalk Department of Police Service maintains a "tip" line for the reception of crime information called in anonymously by the general public. The line 854-3111 is monitored by the Detective Division Sergeant's. Information received through the tip line shall be disseminated by the Detective Division Sergeant's to the appropriate units, divisions, or departments.

## CHAPTER 6.0

### CRIMINAL INVESTIGATION

#### 6.3 FAMILY VIOLENCE INVESTIGATIONS

##### 6.3.1 Purpose

To establish policy and procedures for members of the Department to follow when investigating Family Violence complaints, in accordance with requirements of Connecticut General Statute Section 46b-38b.

##### 6.3.2 Goals

The goals of the Norwalk Department of Police Service policy related to Family Violence investigations are:

- to clearly define the policy of the Norwalk Department of Police Service as it relates to Family Violence investigations
- to establish and implement certain procedures to be followed when investigating Family Violence situations
- to provide assistance to victims of Family Violence to include medical assistance and referral to the commission of victim services and related agencies

##### 6.3.3 Definitions as per Connecticut General Statute 46b-38a (1-3)

**"Family Violence"** - means an incident resulting in physical harm, bodily injury or assault, or an act of threatened violence that constitutes fear of imminent physical harm, bodily injury or assault, including, but not limited to, stalking or a pattern of threatening, between family or household members. Verbal abuse or argument shall not constitute family violence unless there is present danger and the likelihood that physical violence will occur.

**"Family or Household Member"** - means any of the following person, regardless of the age of such person: (A) spouses or former spouses; (B) parents or their children; (C) persons related by blood or marriage; (D) persons other than those persons described in subparagraph (C) of this subdivision presently residing together or who have resided together; (E) persons who have a child in common regardless of whether they are or have been married or have lived together at any time; and (F) persons in, or have recently been in, a dating relationship.

**"Family Violence Crime"** - means a crime as defined in Section 53a-24, other than a delinquent act as defined in Section 46b-120, which, in addition to its other elements, contains as an element thereof an act of family violence to a family or household member. Family violence crime does not include acts by parents or guardians disciplining minor children unless such acts constitute abuse.

**"Safety Plan"** – is a plan developed between an advocate/counselor or a police officer and victims that contain specific activities for victims to be safe from an offender. Safety planning is an essential step to be completed with all adult victims of domestic violence. It allows individualized planning for situations the survivor and children or family may encounter regardless of what the survivor decides to do about the relationship with the abuser. Age appropriate safety planning is also important for child survivors/witnesses of domestic violence. (Connecticut Statewide Model Policy, 2013)

**“Family Violence Victim Advocate – FVVA”** – are advocates housed in all GA courts and employed by a domestic violence program and are certified domestic violence counselors trained in providing trauma informed care. They provide individual counseling, safety planning and other outside services to victims and their families. They will explain to victims what to expect during the criminal case and help them navigate through the court system. They provide information about the court case, including protective orders and restraining orders, to help victims make informed decisions. The FVVA can let the court know what the victim wants to have happen in the case. The FVVA also provides information and referrals regarding available community services and will help the victim develop a long-term safety plan. (Connecticut Statewide Model Policy, 2013)

#### **6.3.4 General Procedures**

It shall be the policy of the Norwalk Department of Police Service to investigate all reports of Family Violence in a manner that is consistent with the requirements of state statute. It is NOT THE POLICY of the department to attempt to mediate, but to conduct a criminal investigation into the allegations of family violence. Emphasis shall be placed on determining if probable cause exists for an arrest and taking the appropriate action.

Family violence may occur outside the dwelling in other locations as well as in or around the dwelling place of the parties involved.

#### **6.3.5 Investigation**

Any complaint of Family Violence shall be responded to and investigated promptly.

A subsequent complaint of Family Violence shall be responded to and investigated when received by the officer on duty regardless of who investigated the initial complaint.

Officers arriving at the scene of Family Violence situations shall assist all parties in obtaining medical assistance.

If an injured party not in custody refuses medical assistance the officer shall:

- suggest the injured party seek medical attention as soon as possible
- note the refusal in his/her report

Officers shall separate involved parties and conduct a complete investigation to determine if probable cause exists for an immediate arrest. In a case of dual complaints, the officer shall evaluate each complaint separately to determine whether an arrest should be made or seek a warrant for arrest. Dual arrests should be made only when probable cause exists to charge each party with a crime.

If the offender crosses state lines or forces the victim to cross state lines with the intent to commit a family violence crime, including violation of an order of protection, the investigating officer should evaluate whether a Federal Violation Against Women Act (VAWA) crime has been committed.

The investigating officer shall inform the victim of services available to include the Office of Victim Services, family violence organizations that provide counselors trained in trauma-informed care, and help the victim to develop a short-term safety plan. The officer shall conduct a Lethality Assessment screening in cases of domestic violence involving intimate partnerships.

The officer should not leave the scene of the family violence complaint until, in his/her judgment, the situation is under control and the likelihood of further violence has been eliminated. Should a



complainant in a family violence situation elect to leave the complaint location, the officer shall provide assistance to do so with reasonable safety.

If the victim requires transportation for the purpose of obtaining a safe location in conjunction with the Women's Crisis Center, such transportation will be provided by the Norwalk Department of Police Service.

### **WHERE PERSON RESPONSIBLE IS PRESENT**

When probable cause upon speedy information for an arrest exists and the person responsible is present, an immediate arrest shall be made and the arrested person(s) shall be scheduled to appear at the next court date.

When probable cause for an arrest exists but the information is NOT "Speedy", the officer shall prepare and submit to the Superior Court an Arrest Warrant Application for the past offense, within 24 hours. The investigating officer will advise the Court Officer that the application concerns Family Violence. The Court Officer will attempt to have the States Attorney expedite the processing of the application. If the warrant is issued, the Court Officer will advise a supervisor of the Patrol Platoon on duty of the warrant. The supervisor will attempt to have the warrant served as soon as possible. The above procedure does not preclude the officer from using the Misdemeanor Arrest Waiver pursuant to law.

Affidavits from victim(s) and witness(s) shall be obtained whenever possible.

### **WHERE PERSON RESPONSIBLE IS NOT PRESENT**

When probable cause for an arrest exists and the person responsible is not present, the officer shall initiate procedures for locating the person responsible. If there is no immediate danger to the victim or the person responsible is not immediately apprehended, the officer shall prepare and submit to the Superior Court an Arrest Warrant Application within 24 hours. Affidavits from victim(s) and witness(s) shall be obtained whenever possible. The investigating officer will advise the Court Officer that the application concerns Family Violence. The Court Officer will attempt to have the States Attorney expedite the processing of the application. If the warrant is issued, the Court Officer will advise a supervisor of the Patrol Platoon on duty of the warrant. The supervisor will attempt to have the warrant served as soon as possible. The above procedure does not preclude the officer from using the Misdemeanor Arrest Waiver pursuant to law.

### **COUNTER COMPLAINTS**

No member of the department investigating an incident of family violence shall threaten, suggest or otherwise indicate the arrest of all parties for the purpose of discouraging requests for law enforcement intervention by any party.

The officer shall investigate and evaluate each party's complaint separately and distinctly from each other. The officer shall take the appropriate action, consistent with this policy, on each complaint.

### **DOUBTFUL OR NON-EXISTENT PROBABLE CAUSE**

When the officer believes the probable cause necessary to make an immediate arrest is either non-existent or doubtful, he shall explain the situation to the complainant.

The officer shall inform the complainant that if they desire to provide an affidavit it will be submitted to the court for determination as to whether or not to issue a warrant for the arrest of the person alleged to be responsible.

## **SELF DEFENSE**

When an officer reasonably believes that one of the parties has used force as a means of self-defense, such officer is not required to arrest the party. This exception to the mandated arrest requirement is in accordance with C.G.S. 46b-38b.

C.G.S. 53a-19 Use of physical force in defense of person; requires that before a person uses physical force in self-defense or to defend a third party they must have two "reasonable beliefs." The first is a reasonable belief that physical force is being used or about to be used upon them or another. The second is a reasonable belief that the degree of force they are using to defend themselves is necessary for that purpose.

Deadly physical force may not be used unless the victim reasonably believes that such other person is using or about to use deadly physical force or inflicting or about to inflict great bodily harm. A person is not justified in using deadly physical force upon another person if he/she knows that he/she can avoid the necessity of using such force.

## **COURT ORDERS**

State law requires State Marshal's serving court orders related to family violence to notify Headquarters and they may request an officer to accompany them on the service. If this department is contacted to assist, dispatch will notify a patrol supervisor who will assure that the history of the location and subject is reviewed as well as any other pertinent information that may be available. The patrol supervisor shall evaluate the circumstances and assign the appropriate number of officers to assist. Should manpower not be available, the Marshal will be advised of same and the supervisor will advise that assistance will be provided when manpower permits. This may require the Marshal to delay service if he/she still requests police assistance.

### Court order present and served:

The officer shall enforce the intent of any Order of Protection or Conditions of Release issued by the courts, with an arrest, when appropriate as per the order. Connecticut has several types of orders of protection available for victims of family violence. A comparison of these orders to include how they are issued, what they may include, and how they are enforced can be found listed in Appendix A of the police officers Field Manual and in the POST Model Policy.

When such order is present and has been served on the person to be restrained, a violator may be arrested for violation of the order and whatever additional crimes the person may have committed.

### Court order not present or not served:

Persons who are or have been spouses, live-in partners, or other family members of complainants, may be subject to arrest when they enter or remain in or on a premises where they no longer live and have no license nor privilege to be there.

The officer shall advise the complainant of the procedure to follow in obtaining a restraining or protective order in accordance with Connecticut General Statute 46b-38c.

## **SEIZURE OF FIREARMS**

When an officer determines that a family violence crime has been committed, the officer shall seize any firearm, ammunition, weapon, or electronic defense weapon, as defined in CGS 53a-3, and firearms permit or eligibility certificate, at the location where the crime is alleged to have been committed that is in the possession of any person arrested for the commission of such crime or suspected of its commission, or that is in plain view. A Firearms and Ammunition Compliance statement form (DPS-332-C) shall be completed or a written statement of indicating the violator is aware they are ineligible to possess firearms and are currently not in possession of any firearms, ammunition, weapon, or electronic defense weapons. A Surrendered Firearm and Ammunition Log Sheet (DPS- 293-C) along with any seized permits shall be completed and submitted to the CPS Firearms Unit.

Weapons seized under this section shall be handled pursuant to Connecticut General Statute 46b-38b.

If firearms, ammunition, weapons, or electronic defense weapons were seized as evidence, the state's attorney shall be notified so that appropriate court orders regarding the custody of such weapons can be requested and issued.

## **LETHALITY ASSESSMENT PROGRAM (LAP)**

Lethality Assessment Program (LAP) is a screening tool for law enforcement officers. The goal of the LAP is to prevent homicides, serious injury and re-assaults involving intimate partners by encouraging victims to utilize the support and shelter services of domestic violence programs.

Intimate partners are persons involved in an intimate relationship who:

- are married, separated, or divorced;
- live or have lived together;
- have children in common; or
- are dating, or have dated, but do not live, or never have lived together.

Officers shall perform a LAP screen with the victim if the domestic violence incident involves an intimate partner relationship and

- you reasonably believe there has been an assault or other act of domestic violence
- you reasonably believe the victim may face danger once you leave
- the agency has investigated previous domestic violence incidents at the home or previous incidents involving the same subjects
- when your training and experience indicates the situation is dangerous, but you lack probable cause to make an arrest

Officers conducting a Lethality Assessment will ask the victim the lethality screening questions provided on the Domestic Violence Lethality Screening form (NPD114) according to protocol. When a victim is assessed as being in danger, the officer will contact the on-call advocate at the DVCC and ask the victim to speak with a counselor.

Completed LAP forms will be signed by a supervisor and be placed in the Domestic Violence Liaison Officer's mailbox prior to the end of the assigned officer's shift. The Domestic Violence Liaison Officer will be responsible for collecting the LAP forms daily and coordinating the appropriate follow-up response with the DVCC and GA20.

The provisions of LAP screening shall operate in addition to, and not in lieu of, the requirements of C.G.S. 46b-38b. If any provision of this policy may be in conflict with C.G.S. 46b-38b, the statutory requirements shall prevail.

### **6.3.6 Officer-Involved Domestic Violence Cases**

Law enforcement personnel, whether sworn or civilian, are not immune from committing domestic violence against their partners or being victims of domestic violence. Although no person is exempt, whatever their occupation, from the consequences of their actions that result in a violation of law, the dynamics between the responding and accused officers have the potential for making on-scene decisions difficult.

#### **Sworn Personnel from Another Agency**

If an officer from another police agency is involved in a family violence incident and probable cause exists for the officer's arrest, the officer shall be arrested.

The shift supervisor shall notify the officer's agency as soon as possible, but not later than by the end of the shift.

#### **All Personnel of the Norwalk Department of Police Services**

If an employee of the Department, sworn or civilian is involved in a family violence incident and probable cause exists for the person's arrest, the employee shall be arrested. This shall be done by a supervisor or a ranking officer above the arrestee. The investigation shall be handled in accordance with all the requirements set forth in this Directive and C.G.S. Section 46b-38b. Disciplinary action shall be handled in accordance with Local 1727, Collective Bargaining Agreement, Article 19.

The shift supervisor shall notify the shift commander, the Deputy Chief of Operations, and the employee's supervisor, if different than the shift supervisor. If requested, peer support of the employee's choice shall be provided and the involved parties shall be referred to public safety EAP for assistance.

### **6.3.7 Arrests**

Whenever a sworn member of the department determines upon speedy information that a family violence crime, as defined in Connecticut General Statute 46b-38a (3), has been committed within the City of Norwalk, he/she shall arrest the person or persons for the appropriate crime. Officers SHALL NOT refrain from making an arrest solely because of the following:

- the victim does not want an arrest after a complaint has been made
- the parties are married or living together
- the victim has not sought or obtained a restraining order
- the victim has/has not instituted civil proceedings such as separation, divorce, or custody disputes are pending
- the officer prefers to reconcile the parties or mediate the situation
- the victim has previously called the police for protection and has not pursued the action and/or has withdrawn the criminal complaint against the alleged abuser
- sworn statements from the victim or witness(s) to the family dispute are not obtained prior to the arrest
- the incident occurred at an earlier time and is just now being reported or the report is actually a follow-up or continuation of a previous investigation

- the victim has no visible physical evidence of the assault on his/her body as long as such lack of evidence is consistent with the description of the assault complaint

### **6.3.8 Bail for Persons Arrested as a Result of a Family Violence Incident**

When the investigating officer has reason to believe any person arrested for an act of Family Violence will return to the victim's location and constitute a danger to the victim, the Bail Commissioner will be contacted to determine if the person arrested may be held for arraignment at the next session of court.

The result of the conversation with the Bail Commissioner will be included in the officer's report.

In addition, pursuant Connecticut General Statute 54-63c, police officers may impose non-financial conditions of release. If such conditions are imposed, officers shall file state form JD-CR-146.

Upon the arrest of any family violence offender who uses or threatens to use a firearm, the arresting officer shall notify the booking officer and the bail commissioner to ensure that the offender is not released on a promise to appear in violation of C.G.S. 54-63c(a).

### **6.3.9 Written Reports**

Reports must be as detailed as possible. Probable cause for the arrest must be clearly stated in the report. Officers shall document conditions of the scene as well as photograph the scene and any visible injuries.

If no arrest is made, the reasons for not making the arrest must be clearly stated in the report.

All reports shall include under "Type of Incident" that in addition to the incident reported, e.g. assault, breach of peace, etc. there was a family relationship between the parties.

Information on Family Violence shall be entered into the computer by records personnel and may be retrieved for the purpose of statistical information and to determine past incidents of Family Violence involving the same parties so that the investigation may be thoroughly completed.

The investigating officer of a Family Violence incident shall also complete (if applicable):

- Family Violence Offense Report, DPS-230-C, whether or not an arrest occurs,
- Notify the DCF Careline, when children under the age of 18 are living in the home,
- DCF Form 136, if child abuse and/or neglect is suspected,
- Conditions of Release form, on arrested person(s)

The investigating officer's supervisor shall review all Family Violence reports as soon as possible and fax a copy to the Family Violence Prosecutor at (203)840-1667.

If an officer believes that a person may have violated a provision of the Federal Violence Against Women Act, he shall forward a copy of all the reports to the United States Attorney's Office at 157 Church St., New Haven, CT 06508.

In accordance with C.G.S. 46b-38b(e), the Chief of Police or his designee shall submit an annual report to the Commissioner of Emergency Services and Public Protection (DESPP-231-C) regarding the Department's compliance with the model law enforcement policy on family violence for the state.

### **6.3.10 Victim Notification**

The victim of the incident of Family Violence shall be advised of their right to be notified of the judicial proceedings against the person arrested as per Connecticut General Statute 51-286e.

The victim of the incident of Family Violence shall be advised of the services available and referred to the Criminal Injuries Compensation Board, ref.: chapter 968 Connecticut General Statutes.

If the victim of the Family Violence is a woman or child and the perpetrator is a male, the victim or parent/guardian shall be advised of the Women's Crisis Center.

The victim of the incident shall be advised of their right to have an officer present for one-time personal property removal.

The above may be accomplished by providing the victim with a copy of the flier produced by the Commission on Victim Services.

The investigating officer shall also provide assistance in accordance with uniform protocols for treating victims of family violence whose immigration status is questionable established pursuant to C.G.S. 46b-38b (g). The Chief of Police shall designate a supervisory officer responsible for providing such assistance as may be necessary to facilitate the processing of various forms to include USCIS I-918.

In cases of serious domestic violence offenses, the investigating officer shall provide the victim with contact information for the Norwalk Department of Police Service, Domestic Violence Liaison Officer.

### **6.3.11 Domestic Violence Alert Notification/GPS Program**

The State of Connecticut has initiated a GPS monitoring program to alert protected persons in high risk domestic violence cases that an offender is within a predetermined area. Offenders that have a history of violating court orders and/or pose a risk of harm to a protected person can be ordered by a judge to wear a GPS ankle bracelet.

If an alert is triggered, the GPS monitoring company will notify the protected person and advise them to active a pre-established safety plan. The company will then notify Headquarters and provide any pertinent information regarding the offender, i.e. location and/or direction of travel. The monitoring company will stay on line with communications if offender continues to advance towards protected person.

Alerts are triggered if the offender:

- Breaches a restricted area
- Monitor is tampered with
- Battery is not charged
- Signal cannot be located

## CHAPTER 6.0

### CRIMINAL INVESTIGATION

#### 6.4 INVESTIGATION AND REPORTING OF BIAS CRIMES

##### 6.4.1 Policy Statement

It is the policy of the Norwalk Department of Police Service to ensure that the rights guaranteed by state laws and the U.S. Constitution are protected for all persons, regardless of their race, religion, ethnicity, or sexual orientation. When such rights are infringed upon by violence, threats or other harassment, the department will use every resource necessary to rapidly and decisively identify the perpetrators, arrest them, and bring them before the court.

Members of the department responding to these incidents are expected to treat all such acts as serious, and conduct on a high priority basis; a full investigation of all reported or observed incidents.

In addition, it is the policy of this department to seek the assistance of state and federal prosecutors in every case in which civil rights violations can be shown.

Crimes motivated by race, religion, ethnicity, or sexual orientation (RRES) generate fear and concern among victims and the public, and these have the potential to recur, escalate, and even lead to counter violence. It is the policy of the department to recognize and react in a supportive manner to the emotional trauma experienced by victims, their families, and other individuals affected by these crimes. Accordingly, special emphasis must be placed on victim assistance and community cooperation.

The actions taken by Department personnel in handling such cases are visible signs of the department's concern and commitment to the community regarding RRES crimes.

##### 6.4.2 Definition

A crime in which an officer has probable cause to believe that it was motivated by Bigotry and Bias with reference to race, religion, ethnicity or sexual orientation; shall be classified as an RRES crime. "CRIME" is defined in Section 53a-24 of the Connecticut General Statutes.

##### 6.4.3 Requirements

The Department of Public Safety (State Police) is mandated by Connecticut General Statute 29-7M, to monitor, record and classify all crimes which are motivated by Bigotry and Bias (RRES Crimes).

The form DPS-323-C shall be used for such purposes and will be available at the front desk.

##### 6.4.4 Procedures and Responsibilities

###### Investigating Officer

The investigating officer shall thoroughly investigate all RRES crimes and complete all necessary reports.

The investigating officer will complete the form DPS-323-C.

The investigating officer shall notify his/her immediate supervisor.

#### Patrol Supervisor

The patrol supervisor notified of an RRES crime will notify the commanding officer on duty.

#### Commanding Officer on Duty

The commanding officer on duty will be responsible for the following:

- Review the DPS-323-C
- Notify the Detective Division for follow-up investigation
- Notify other municipal, state and federal agencies deemed necessary for follow-up investigation
- Ensure that the victim(s) of this crime receive assistance that is needed
- Forward a copy of the report and form DPS-323-C to the Deputy Chief of Operations

#### Commanding Officer of the Detective Division

The commanding officer of the Detective Division shall:

- forward all RRES crimes reported in the City of Norwalk to the Department of Public Safety
- comply with any other state or federal reporting requirements for RRES crimes

#### **6.4.5 Change in Case Status**

Any change of status in a RRES crime will be brought to the attention of the Chief of Police. Examples of such changes include:

- Crimes previously reported and not classified as RRES
- Crimes not initially classified as RRES because all circumstances were not known
- Crimes classified initially as RRES which later are determined not to be



## CHAPTER 6.0

### APPENDIX A

#### **Instructions for Reporting Identify Theft to the Norwalk Department of Police Service**

Before submitting your complaint, review the disputed account(s) and/or charge(s) with family members or friends who may have access to them and assure no one used your information unintentionally.

If no inadvertent uses were made, then complete the following (3) steps:

- 1) Contact the Federal Trade Commission (FTC) and complete an FTC Affidavit. By sharing your identity theft complaint with the FTC, you will provide important information that can help law enforcement officials across the nation track down identity thieves and stop them. The FTC also can refer victims' complaints to other government agencies and companies for further action, as well as investigate companies for violations of laws that the FTC enforces.

You can file a complaint online at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

If you don't have Internet access, call the FTC's Identity Theft Hotline, toll-free: 1-877-IDTHEFT (438-4338); TTY: 1-866-653-4261; or write: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Upon successful submission of a report, the FTC will issue you an individual file number that is important to keep for your records. Print out this number and a copy of the Affidavit. You will need the file number for the three credit reporting companies, banks, and/or credit card companies; and the Affidavit for the police department.

- 2) To make certain that you do not become responsible for any debts incurred by an identity thief, you must prove to each of the credit report companies where accounts were opened or where your name or personal identifying information was used and that you did not create the debt. The information will also enable the police to investigate the fraud. If someone made unauthorized charges to an existing account, call the company directly for instructions. Make sure you provide your FTC file number to them.

Report the fraud to the following organizations:

- Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com)
- Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com)
- TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com)

Ask any one of the credit report companies to place a fraud alert on your credit report. Fraud alerts can help prevent an identity thief from opening any more accounts in your name. The company you call is required to contact the other two, which will place an alert on their versions of your report, too.

In addition to placing the fraud alert, the three credit reporting companies will send you free copies of your credit reports and, if you ask, they will display only the last four digits of your Social Security number on your credit reports. Call the security or fraud department of each company where you

know, or believe, accounts have been tampered with or opened fraudulently. Close the accounts. Follow up in writing, and include copies (NOT originals) of supporting documents. It's important to notify credit card companies and banks in writing. Send your letters by certified mail, return receipt requested, so you can document what the company received and when. Keep a file of your correspondence and enclosures. When you open new accounts, use new Personal Identification Numbers (PINs) and passwords. Avoid using easily available information like your mother's maiden name, your birth date, the last four digits of your Social Security number or your phone number, or a series of consecutive numbers.

- 3) Please bring a copy of the completed FTC Identify Theft Affidavit to the Norwalk Department of Police Service so that a case can be opened on your complaint. The information you provide will help to determine if a violation of law exists and how best to investigate it. Attach any documentation that you have to support your complaint. Examples to include: copies of credit card statements, receipts, bills, and other related items.

Complete the Affidavit without delay. The police need it as soon as possible and many creditors ask that you send it within two weeks after you discover a possible fraud. Delays on your part could slow the investigation. Be as accurate and complete as possible. Incorrect or incomplete information will negatively impact your case. Attach a copy of any account statements, cancelled checks, or other documentation that is pertinent to the investigation. If you have any questions on the affidavit, call the Fraud Unit at (203)854-3000.

## **CHAPTER 7.0**

### **JUVENILE OPERATIONS**

#### **7.1 ORGANIZATION AND ADMINISTRATION**

##### **7.1.1 Policy**

The Norwalk Department of Police Service is committed to the development, implementation and maintenance of programs designed to prevent and control juvenile delinquency.

The Norwalk Department of Police Service shall provide a system to effectively deal with juvenile offenders and juvenile victims. Recognizing the sensitive nature of juvenile matters and the need to deal with juveniles in the least coercive manner among available alternatives, it shall be department policy to divert juvenile offenders from the Juvenile Justice System when appropriate.

##### **7.1.2 Juvenile Operations Function**

The Norwalk Department of Police Service has established a Special Victims Unit under the auspices of the Deputy Chief of Operations. The Special Victims Unit shall be responsible for functions related to juvenile crime and drug education. These juvenile functions include:

- School Resource Officer Program and other school based instructional programs
- designing and implementing programs intended to prevent and control delinquent and criminal behavior by youths
- follow-up processing of juvenile arrests and serving as a resource to other components within the department on the follow-up and coordination of investigations involving juveniles
- coordination and preparation of court cases in which a juvenile offender is involved
- diverting juvenile offenders out of the Juvenile Justice System when appropriate
- maintaining liaison with Superior Court - Juvenile Matters and other agencies providing services to youth, and solicit review and comment from these agencies in the development of juvenile policies
- coordinating efforts with other divisions within the department to identify, investigate, and apprehend adults who contribute to, or are involved in, juvenile crime and delinquency
- develop, maintain and purge Juvenile History files according to statute or when mandated by court
- review all reports concerning police contact with juveniles and school related incidents
- coordinate with the Detective Division and/or the Special Services Division in the investigation of major offenses committed by juveniles
- annually evaluate the effectiveness of all juvenile enforcement and prevention programs and recommend modifications as appropriate
- school arrest notifications
- participating in Juvenile Review Board hearings.

##### **7.1.3 Review of policies**

All department policies and procedures that affect juvenile matters handled by the Connecticut Superior Court - Juvenile Matters shall be submitted to the Supervisory Assistant State's Attorney for review prior to implementation. The commanding officer of the Special Victims Unit shall ensure that all proposed policies are provided to the Supervisory Assistant State's Attorney. Any comments the

Supervisory Assistant State's Attorney may have shall be directed to the Chief of Police or his designee for consideration.

#### **7.1.4 Sharing of goals**

The responsibility for participating in or supporting the agency's juvenile operations function is shared by all agency components and personnel. It is the responsibility of all sworn officers to follow all department policies and procedures concerning juvenile matters. All officers shall maintain a working knowledge of the Connecticut General Statutes governing juveniles. The Special Victims Unit will act as liaison between the department and Connecticut Superior Court - Juvenile Matters to ensure court policies and procedures are being complied with by all personnel. The Special Victim's Unit shall keep department members apprised of changes in laws and procedures that impact the department's handling of juveniles.

#### **7.1.5 Evaluation of programs**

Each year the commanding officer of the Special Victims Unit shall evaluate all juvenile enforcement and prevention programs sponsored by this department to determine if they are achieving their intended purpose. After thorough review, a report shall be forwarded through the chain of command to the Chief recommending whether specific programs should function as is, be modified, or discontinued. The report shall also include the intended direction of enforcement and prevention programs for the coming school year.

## **CHAPTER 7.0**

### **JUVENILE OPERATIONS**

#### **7.2 OPERATIONS**

##### **7.2.1 Alternatives to Juvenile Court Referral**

In dealing with juvenile offenders, all officers will use the least coercive action among reasonable alternatives consistent with preserving public safety, order and individual liberty. Any action taken must conform and comply with Connecticut General Statutes.

In dealing with minor first time offenders or juveniles, who may have committed a lesser offense, officers may exercise discretion as follows:

- release in the field with admonition or warning
- warning and release to Parent/Guardian
- referral to Special Victims Unit

##### **7.2.2 Juvenile Diversion**

Officers may divert from the Juvenile Justice System any juveniles for whom in their opinion legal proceedings would be inappropriate or the use of other resources would be more effective. The officer having contact with the juvenile offenders shall take into consideration:

- the nature of the offense
- the age and circumstances of the alleged offender
- the offender's record if known
- the availability of community-based rehabilitation programs

The officer should also consider a recommendation for diversion if it is made by the complainant or victim. This recommendation shall be documented in the Officer's report.

##### **7.2.3 Release of Juvenile/Case Adjustments**

Consistent with Section 7.2.1 of this Directive, officers may employ a wide range of alternative remedies apart from referring juveniles to Juvenile Court or other Social Service Agencies. These alternatives include:

- verbal warning and release
- consulting with and arranging for corrective action by parents
- dropping charges
- Juvenile Review Board

##### **7.2.4 Juvenile Court referrals**

Juvenile Court Referrals shall be made involving juveniles from Families with Service Needs (FWSN) and juveniles committing criminal offenses when the investigating officer feels that diversion alternatives would be inappropriate. Official referrals shall be made on serious criminal conduct and repeated criminal violations. In general, delinquent acts requiring referral to the Juvenile Court should include but not be limited to the following:

- offenses committed by juvenile suspects which are classified as felonies.
- offenses involving the use of a weapon
- offenses involving serious assault
- offenses committed by juveniles under probation, parole, or who have committed more than one delinquent act in a 12-month period. This information may not be readily available to an officer of the Patrol Division. Contact should be made with the Special Victims Unit for assistance in verifying criminal histories when such information is needed.
- all offenses involving narcotics or controlled substances. Officers shall conduct the proper field test on suspected substances and shall document the results in their reports
- offenses that if committed by an adult would be felonies
- all motor vehicle offenses

The Superior Court, Juvenile Summons shall be completed. One copy shall be hand delivered to the court along with a copy of the police report. The second copy will be placed under the control of the Special Victims Unit Records Officer. If a referral is made during a time other than normal business hours of the Juvenile Court, both copies shall be delivered to the Special Victims Unit. The responsibility to deliver the document to the Court shall rest with said unit. Domestic Violence case reports must be faxed over to Juvenile Court if court date is the following morning.

#### **7.2.5 Arrest and Referral**

Officers should refer juveniles to court rather than place them in the Juvenile Detention Center. In making such a decision, officers shall consider the offender's past record, type of offense, whether injuries were sustained by the offender or victim and if the offender was under the influence of alcohol or drugs. If the decision is made not to detain the juvenile, the parents or guardian shall be notified by the officer and the juvenile shall be released to them. If neither a parent nor guardian can be located and the juvenile is released to another suitable person pursuant to Section 46b-133 of the Connecticut General Statutes, that officer shall contact the parent or guardian as soon as possible. This notification shall be documented in the officer's report.

Any custodial juvenile arrest, with subsequent transport to the Bridgeport Juvenile Detention Facility, must be accompanied by an Order to Detain (form JD-JM-190 Rev 1-17) signed by a Judge of the Superior Court, unless there is an Arrest Warrant (form JD-JM-176 Rev 1-17), or a Take Into Custody Order (form JD-JM-32A Rev 1-17) authorizing the detention of the Juvenile. This is appropriate when there exists:

- probable cause to believe that the child will pose a risk to public safety if released to the community prior to the court hearing or disposition
- a need to hold the child in order to ensure the child's appearance before the court, as demonstrated by the child's previous failure to respond to the court process
- a need to hold the child for another jurisdiction

If detention of a juvenile is not sought and a parent or guardian cannot be reached or refuses to take the juvenile home, the officer must notify the Department of Children and Families at 860 550-6550.

The Juvenile Detention Center must be notified in advance of the arrival of the juvenile. Before transporting the juvenile to the Juvenile Detention Center, the officer shall have first notified, or made a reasonable effort to notify, the parents or guardian of the juvenile of the intended action.

The Superior Court-Juvenile Summons (JD-JM-95), with the top half completed, along with the signed warrant or order authorizing the detention of the juvenile shall be hand delivered with the juvenile to the intake officer at the Detention Facility.

### **7.2.6 Taking Juveniles into Custody**

A juvenile should be taken into custody if one of the following conditions is present:

- pursuant to an order of the court
- pursuant to the laws of arrest. If a custody referral with transport to Bridgeport Juvenile Detention Facility is warranted, transport shall be as soon as possible within the 6 hour time limit (re: CGS 46b-133)
- the officer has located a juvenile who falls under the definition of Family With Service Needs (re: CGS 46b-120). The officer may hold such child up to a period of 12 hours for the purpose of re-uniting the child with his parent or legal guardian, or locating temporary alternative shelter for the child.(re: CGS 46b-149a). Such child may not be held in any locked room or cell or any other secure environment and must be supervised at all times.
- the juvenile exhibits symptoms which reveal the need for the officer to request an emergency psychiatric examination. In this situation, the officer shall notify the parents of his finding, and transport the juvenile to the hospital for evaluation
- the child has been abused, or is at risk of being harmed or neglected. Under this condition, the investigating officer will immediately place the child under protective custody and contact the Department of Children and Families (DCF). This verbal notice to DCF must be made within 12 hours of the officer having reasonable cause to suspect or believe that the child has been abused, neglected, or at imminent risk of serious harm. During normal business hours, contact should be made with the Norwalk Regional Office. During non-business hours, contact the Child Abuse Care Line (860-550-6550), which is a line dedicated for Law Enforcement Offices. This telephone number is for initial contact. Hotline personnel will then contact the Norwalk Regional Office.

A DCF caseworker will respond to take further protective custody of the child if it is warranted. A DCF 136 form must be filed by the investigating officer and a police incident report detailing the alleged abuse or neglect shall be attached. Both the form and the department report shall be forwarded to the attention of the commander of the Special Victims Unit who shall ensure they are sent to DCF within 48 hours. (re: CGS 17a-101c).

### **7.2.7 Juveniles in Custody**

Once a juvenile, up to and including 17 yr. olds, is taken into custody for delinquent conduct:

1. A search for weapons shall be conducted by the officer prior to transport in any police vehicle. The search of any juvenile shall be conducted by an officer of the same sex as the juvenile.
2. When an arrested juvenile is being transported to police headquarters or between facilities, he shall be handcuffed unless the offense for which he has been arrested is minor (See Chapter 11, Directive 11.2.5). Handcuffs and/or restraining devices may be used if the arresting/transporting officer has reason to believe the juvenile presents a danger to himself or others or is an escape risk.
3. Unless the juvenile needs immediate medical attention, he will be transported to the police department and placed in the juvenile waiting area. If the child needs medical treatment, the child shall be immediately transported to Norwalk Hospital.
4. If the juvenile is to be transported to the Bridgeport Detention Facility, transport shall be without delay or within 6 hours. The detention facility must receive prior notification. A copy of the police report, summons, the court order authorizing detention, and sworn affidavit with an original signature must accompany the youth to the detention facility.

5. Whenever a juvenile is placed in custody, the juvenile's parents or legal guardians shall be notified of their child's whereabouts as soon as possible. If immediate contact cannot be made with the parents or guardian, the child may be released to another responsible adult. If the child is released to someone other than a parent, the officer shall make a reasonable effort to notify the parent of that action.

### **7.2.8 Interrogation of Juveniles**

#### **1. Custodial:**

Officers will be allowed to question juveniles in custody only when at least one parent or guardian is present and has given consent. The juvenile and each parent shall be advised of their Constitutional Rights and their rights under Sections 46b-135 through 46b-137 of the Connecticut General Statutes. They shall be requested to sign a waiver form acknowledging their understanding of those rights and consenting to the questioning. Those 16 & 17 years of age, can waive their right to have a parent or guardian present. Before accepting such waiver, the officer must be confident that they will be able to articulate to a judge at a hearing why the officer thought the juvenile knew and understood their rights and the consequences of waiving those rights. Officers must use Miranda Rights Warning & Waiver Form NPD006C.

- No more than two officers shall conduct custodial interrogation of juveniles at one time.
- The duration of this interrogation shall be limited to a reasonable amount of time and shall not be of such length or constructed in such a manner as to cause undue stress for the juvenile.
- Any officer questioning a juvenile offender or suspect shall ensure that the juvenile understands the Department's procedures in dealing with juvenile offenders and the implications that may be forthcoming in the juvenile justice system.
- The Officer conducting the interrogation shall make sure the juvenile and any parent present are comfortable with access to water and bathroom facilities.

#### **2. Non-Custodial on School premises**

When an officer finds it necessary to conduct a non-custodial interview on school premises of a pupil who is, or may be a suspect in a criminal investigation, these guidelines shall be followed:

- a) The interviewing officer shall contact the principal of the school and make notification of his intention to interview the pupil and the nature of the interview. The officer and the principal will arrange for the interview at a mutually agreeable time.
- b) The principal or the investigating officer will call the parent(s) or guardian of the child, explain the nature of the interview, and request permission for the interview. A parent or guardian of the child must be present during the interview.
- c) In the event the parent should object to the interview or refuse to be present, the officer will not conduct the interview at that time. If the parent or guardian indicates a willingness to be present, the officer will await their arrival before commencing.
- d) The interview shall be conducted in the Principal's Office or in another area to insure the privacy of the student. Both parent and child shall be advised of their rights as outlined in this directive and shall be requested to sign the acknowledgment form.
- e) If at any point during the interview the student or his parent(s) request that the interview be terminated, that request shall be honored.



- f) If unusual circumstances require a deviation from the above policy procedures, an officer shall notify his supervisor and obtain further instructions.
- g) If the student to be interviewed is a victim or a witness in an investigation, the officer investigating the incident shall make an attempt to contact a parent or guardian to convey information regarding the situation and to obtain permission to conduct the interview. A parent or guardian should be present during the interview if possible.
- h) Special care must be taken when dealing with students of elementary school age. If the parent or guardian of an elementary school student refuses to grant permission for an interview, the officer shall note said refusal in the department report and the interview shall not be conducted. If follow-up investigation is required by the circumstances of the incident, the officer shall notify a supervisor and forward the investigation to the proper division.
- i) If the parent or guardian grants permission for the interview, the officer should attempt to have that parent or guardian present before proceeding. If the parent or guardian cannot be present, the officer shall have a school staff member present during the interview.

### **3. Non-Custodial (general)**

Questioning of Juveniles will be conducted pursuant to all applicable laws, to include sections 46b-135 through 46b-137 of the Connecticut General Statutes. Individuals who are under the age of 18 shall be treated as juveniles, and pursuant to juvenile law. Juveniles under the age of 16 years shall have a parent or guardian present at all times.

Individuals who are 16 or 17 years of age shall have the option of having a parent or legal guardian present

The Officer shall make a reasonable effort to:

- contact a parent or guardian
- advised the Juvenile of their right to contact a parent or guardian
- have the parent or guardian present during the interview

The Officer shall advised the Juvenile of his/her Miranda rights. Before accepting the Juvenile's waiver of his/her rights, the officer must be satisfied and be able to articulate why the officer determined that the Juvenile knew, and understood his/her rights and the consequences of waiving those rights.

Generally, every effort shall be made to have a parent or guardian present during the questioning of a juvenile. Depending on the totality of the circumstances, and if an urgency exists that in the officer's judgement required the need to proceed to safeguard the Juvenile and/or the public, he may do so. The officer must be able to articulate his decision(s).

### **Questioning of complainants, victims, or witnesses**

When questioning Juveniles who are the complainant, Victim, or witness to an incident, every effort shall be made to have the Juveniles' parent or legal guardian present, regardless of the age of the Juvenile. Depending on the totality and/or urgency of the circumstances, the officer may find it necessary to proceed in gaining general knowledge of the incident. The overall well being and safety of the Juvenile and/or public shall guide the officer's actions, which he must be able to articulate.

### **7.2.9 Juvenile Fingerprints and Photographs**

Pursuant to section 46b-133(a) of the Connecticut General Statutes, whenever a child is arrested and charged with any crime, such child shall submit to the taking of his/her photograph, physical description and fingerprints.

Photographs, fingerprints or descriptions may be obtained from any other juvenile when necessary for investigative purposes, unless the juvenile, a parent or legal guardian, objects. If the juvenile, parent, or legal guardian objects, a court order from the Connecticut Superior Court - Juvenile Matters must be obtained before proceeding.

All identification materials shall be labeled "**JUVENILE**" and shall be kept separate from adult identification materials.

Police department personnel may have access to juvenile records and identification materials only on a need-to-know basis.

Other persons requesting information on any matters involving juvenile records or information shall be advised to contact the Connecticut Superior Court- Juvenile Matters. All records pertaining to juveniles are confidential and shall be released only upon order from the court.

Special Victims Unit personnel shall be responsible for the maintaining and removal of juvenile identification material. These records shall be kept in a locked file cabinet in the Special Victims Unit.

Juvenile records shall be erased when an Order of Erasure is issued by the court, or as otherwise mandated by Law.

### **7.2.10 Juvenile Records**

Juvenile arrest and identification records shall be clearly labeled "**JUVENILE**" on the file folder and shall be kept separately from adult records. Records of cases in the Juvenile Court are confidential (CGS 46b-124). Records, as referred to in said statute, includes arrest, referral and other police records concerning any juvenile.

Therefore, all juvenile records in this department will be considered confidential documents and will be released only to the court and police officers with a valid need to know. Any person requesting information on any matters involving juvenile records or information shall be advised to contact the proper court authorities. Juvenile information is to be released only after lawful order of the court.

If a juvenile is apprehended in connection with the arrest of an adult, all identifying information on the juvenile(s) shall be removed from the adult file, by the Records Division personnel.

Records Division personnel shall receive court notices of erasures and shall expunge all records concerning juveniles and/or youthful offenders. Records Division personnel shall then notify the commanding officer of the Special Victims Unit who shall ensure that all juvenile records and identification materials are expunged from Special Victims Unit files.

### **7.2.11 Juvenile Records - Accountability**

To ensure that access to juvenile records is permitted only for proper purpose and to provide for the strict confidentiality of said records, the commanding officer of the Special Victims Unit is hereby

designated as having the responsibility for the collection, dissemination and retention of juvenile records and shall be accountable for compliance with the requirements of this directive.

#### **7.2.12 Investigation of Incidents on School Grounds**

The Norwalk Department of Police Service shall cooperate with school authorities to the fullest extent possible under the law, in resolving situations that have occurred on school grounds.

##### **Response and investigation**

All complaints from school personnel will be responded to. Contact with the complainant must be made whenever possible.

All incidents shall be investigated as completely as possible regardless of their nature.

##### **Questioning of suspects**

Questioning of students will be conducted pursuant to law.

Students who are 18 years of age or older shall be treated as an adult for the purposes of investigating and enforcing applicable laws.

Students who are under the age of 18 shall be treated as juveniles and pursuant to juvenile law, and as such may require a parent or legal guardian present. Students who are 16 or 17 years of age shall have the option of having a parent or legal guardian present.

The Officer shall make a reasonable effort to:

- contact a parent or guardian
- advised the student of their right to contact a parent or guardian
- have the parent or guardian present during the interview

The Officer shall advised the student of his/her Miranda rights. Before accepting the student's waiver of his/her rights, the officer must be satisfied and be able to articulate why the officer determined that the student knew, and understood his/her rights and the consequences of waiving those rights.

Students under the age of 16 years shall have a parent or guardian present at all times.

##### **Questioning of complainants, victims, or witnesses**

When questioning students who are the complainant, victim, or witness to an incident, on school grounds, every effort should be made to have the students parent or legal guardian present, regardless of the age of the student. However, interviews may be conducted with students who are complainants, victims, or witnesses, with only school personnel present or without anyone other than the complainant, victim, or witness present.

##### **Reports**

The Special Victims Unit shall be contacted, if available, and if practical prior to any investigation being conducted on school grounds or as soon as practical during or after the investigation. A copy of all reports of incidents occurring on school grounds shall be forwarded to the Special Victims Unit.

### **7.2.13 Investigation of Missing Children**

A missing child is any person under the age of 18 whose temporary or permanent residence is in Connecticut or is believed to be in Connecticut, whose location has not been determined. That includes but not limited to lost, abducted, kidnapped, the victim of custody dispute, or is an apparent runaway.

#### **INITIAL INVESTIGATION**

An officer shall be assigned to investigate all reports of missing children.

1. An officer receiving a report of a missing child under the age of 18 years shall immediately notify Communications personnel within the Department.
2. Communications personnel shall immediately inform all on duty officers of the reported missing child and communicate the report to other appropriate Law Enforcement Agencies.
3. Communications personnel shall immediately advise a platoon supervisor and all available Special Victims Unit personnel of the situation.
4. The initial investigating officer shall take prompt action including but not limited to concentrated efforts to locate the missing child. He shall obtain a photo if possible, and all available information about the missing child. The Norwalk Police Missing Person Report shall be completed including as much detail as possible. A description of the child shall be broadcast to all available units.
5. If it appears that the child is lost or the victim of a criminal act, the officer shall notify his immediate supervisor. Upon becoming acquainted with the facts of the case, the supervisor shall determine if the Detective Division or Special Victims Unit is to be immediately notified or if any other special efforts to locate the child are to be initiated such as the activation of the Amber Alert/Missing Child/Silver Alert Request System or A Child is Missing. (Refer to Appendix A and B)
6. The initially assigned officer shall submit a copy of the Missing Person Report to communications personnel who will enter the information on the missing child into NCIC within two hours. The Missing Person Report shall contain as much relevant information as possible and shall be delivered to Communications personnel as soon as possible.
7. Once the missing child is entered into NCIC, Communication personnel shall make a notation on the Missing Person Report indicating the CT, Message Number, OCA and NCIC numbers, and name of the operator who entered the information. Dispatch shall then enter the missing child into the "NamUs" Department of Justice System.
8. All message numbers will be included in the assigned officer's report. The Records Division is then responsible for submitting the report to the State Department of Public Safety who serves as the Missing Children Information Clearing House pursuant to CGS 29-1e.
9. If necessary, an administrative message shall be sent to local Law Enforcement Agencies, or other areas where the child may be taken.
10. The administrative message shall contain all pertinent information including physical description, vehicles involved and possible destinations, if known.
11. When a child is found or returned to the parent, guardian, or custodian, the NCIC entry on the missing child shall be canceled. The cancellation numbers shall be noted on a supplemental

report. The officer receiving notification of the return shall be responsible to ensure all NCIC cancellations are made.

12. If an administrative message was sent to any law enforcement agencies, those agencies shall be notified that the missing child has been located.
13. If an officer is assigned to a found child investigation where the youth refuses, or is unable to reveal any identification information, DCF (Department of Children and Families) shall be immediately notified and will take custody of child.
14. If the missing juvenile is a habitual runaway, the Special Victims Unit shall be notified for further referral to FWSN or the Juvenile Review Board.

### **FOLLOW-UP INVESTIGATIONS**

1. All missing juvenile complaints shall be assigned to the Special Victims Unit for follow-up investigation. If the missing child is located and the investigation has been completed by the patrol units, a patrol supervisor shall review all reports to ensure proper procedure has been followed. The patrol supervisor shall forward all reports to the Special Victims Unit for review. The Special Victims Unit shall ensure that all NCIC entries have been canceled.
2. If the missing juvenile investigation is still active, the follow-up investigator shall re-contact the parents or guardian of the child at least once each week, to ascertain if the child has returned, or if there is any additional information to assist in locating the child.
3. Special Victims Unit investigators shall make every effort to locate the missing child. If additional information is realized during the course of a missing juvenile investigation, it shall, if appropriate, be entered into NCIC.

### **RETURNED MISSING JUVENILES**

1. Whenever a report is received that a missing child has returned or has been located, an officer will be assigned to investigate.
2. The officer shall investigate the circumstances of the child's disappearance and return. If there is an indication that a criminal act was involved, the officer shall notify a supervisor.
3. If more detailed follow-up investigation is needed, the officer will submit complete reports to the Special Victims Unit with a request for further investigation.
4. It is the responsibility of the officer handling the returned missing juvenile investigation to request that the missing child information be canceled from NCIC.

### **SAFE HAVEN FOR NEWBORNS ACT**

Connecticut's Safe Havens for Newborns Act allows a parent to voluntarily give up custody of an infant, age 30 days or younger, to the nursing staff of a Connecticut hospital emergency room without being subject to arrest for abandonment. (However, this act does not protect the parent from being arrested and prosecuted if abuse or neglect has occurred.)

#### **7.2.14 Social Service Agency Directory**

Social Service agencies can be an invaluable aid to the department's response to juvenile matters. The Special Victims Unit will maintain a list of community-based social agencies that provide services to juveniles. The list will be updated by the Special Victims Unit as needed and made available to all officers.

The agencies most often used include:

- Norwalk Division of Children and Families 1-203 899-1400
- Child Abuse Hotline DCF 24hrs. 860-550-6550. (This is a dedicated line for Law Enforcement Officers)
- Missing Persons Unit 24hrs. 1-800 FOR-LOST 1-800 367-5678
- Bridgeport Juvenile Detention 24hrs. 1-203 579-6548, fax 1-203 382-8430
- Norwalk Dept. Youth Services 854-7785
- Sexual Assault Crisis Hotline - 24hrs. - 1-203 838-7303
- Greenwich Youth Shelter - 24hrs. - 1-203 622-6556
- Suicide Prevention Info Line 24hrs. English and Spanish 211
- Info Line 24hrs. English and Spanish 211
- Mid Fairfield Child Guidance Center 847-3891

#### **7.2.15 School Services Programs**

##### **Drug Abuse Resistance Education (DARE)**

The commanding officer of the Community Police Services Division is responsible for the operation of the Drug Abuse Resistance Education (DARE) program. The officers assigned as DARE instructors or assigned to instruct other school-based curriculum, will meet regularly with the commanding officer of the Special Victims Unit. The commander will ensure that the DARE instructors are fulfilling their mission as:

- a resource in the prevention of delinquent behavior
- providing classroom instruction for developing the attributes necessary for personal growth and development
- providing individual counseling to students and referring them to agencies that can be of further assistance to them
- explaining the Law Enforcement role in society

##### **School Resource Officers**

The commanding officer of the Special Victims Unit is responsible for the operation of the School Resource Officer program. All SROs are assigned full time to their respective schools. Officers work a Monday through Friday schedule. During the summer months, the SROs may be temporarily reassigned at the discretion of the Chief of Police. On a regular basis, SROs interact with officers assigned to the patrol, detective, special services, special victims, and the Community Police Services Divisions to ensure a flow of communication regarding events that occur both in the schools and in the community at large.

The Norwalk Department of Police Service and the Norwalk Public Schools have entered into a School Resource Officer Agreement (Agreement). This Agreement between the Department and the Norwalk Public Schools focuses on preventive policing and education and the positive response both in the classroom and in the community from the youth we serve. The Agreement does not affect the SRO's employment rights as defined in the collective bargaining agreement between the City of Norwalk and the Norwalk Police Union Local 1727.

The School Resource Officer (SRO) program is designed to promote a safe and orderly environment in Norwalk's public schools. It is to provide school administrators and staff with law enforcement resources and expertise in order to maintain safety and order in the school environment. The SRO program is intended to ensure that no student's right to receive an education is abridged by violence or disruption. To accomplish this end, the Norwalk Department of Police Service will employ SROs in certain public schools in order to encourage working relationships between police, schools, and students to promote safety and education and, thus, bring the principles and philosophy of community policing directly into the school environment.

The mission of the School Resource Officers as members of the community is to ensure a safe and secure learning environment through our commitment to community-oriented services.

For our purposes, a School Resource Officer is defined as a law teacher, law related counselor, and a law enforcement officer. An SRO's goals are to bridge the gap between police officers and young people and to continually increase the positive attitudes towards law enforcement. Other goals include teaching the value of and providing access to our legal system; promoting respect for people and property; reducing juvenile crime by helping students formulate an awareness of rules, authority, and justice; and helping students avoid becoming victims through self-awareness and crime prevention.

Officers working with students acknowledge that events that occur outside of school can significantly impact the environment within the school and academic performance. As such, SROs are expected to be aware of situations in the community that may have an impact on the educational environment and collaborate with the police department, school district, DCF, and any other outside agencies that can assist in resolving these issues. The overall goal is to build positive relationships with students and enhance the safety on each campus.

The SROs will provide information on laws governing drug and alcohol use, violence, guns and weapons, etc. Students will learn about the criminal and personal consequences resulting from inappropriate and/or illegal behavior.

SROs will also assist in conflict mediation and will use techniques to resolve disputes between students.

The SROs are responsible for establishing an open relationship and strong communication between the school administrators and the Norwalk Department of Police Service. The SROs will be in frequent communication with the designated school administrators for the purpose of exchanging information about current crime trends, problem areas, or other areas of concern which have potential for disruption in the school or community.

Designated School Administrators include, but are not limited to:

- 1) The Principal of the school
- 2) Assistant Principals
- 3) House Masters
- 4) School Security

The Special Victims Unit will ensure that SRO's receive training to comply with statutes regarding the mandated training and reporting responsibilities applicable to SRO's in their capacity as "school employees" for purposes of bullying and sexual assault." *See PA 15-205 that amended CGS §17a-101(a) to require "school employees," as defined in CGS §53a-65(13), to report to DCF if they think a student was sexually assaulted by another school employee. Also see CGS §10-222d (9)(b)(3) that mandates the procedure when a "school employee," as defined in CGS §10-222d(8)(B)*

*becomes aware of a bullying incident and CGS §10-222d(9)(B)(18) setting out the training requirements for such school employees.*

## **2.16 Participation in Community Recreational Youth Programs**

The Norwalk Department of Police Service supports the philosophy of police and youth interaction and encourages all its members to volunteer their time to become active in Community Recreational Youth Programs either sponsored by this Department or by another agency. Such programs include the Norwalk PAL Teams, Special Olympic Law Enforcement Torch Run, and any others that will be posted by the Community Police Services Division.

The commanding officer of the Community Police Services Division shall coordinate efforts to identify the need for various recreational programs within the department's jurisdictional area. Information shall be solicited from Special Victims Unit personnel, personnel from other divisions, and members of the community.

## **7.2.17 Public Safety Cadet Program**

The Norwalk Department of Police Service is committed to serving the youth of our community. As part of our continuing efforts, the Department is partnered with Police Activities League and Norwalk Fire Department in sponsoring the Post 1913 Program. Cadets are not sworn police officers and do not have law enforcement powers.

The Cadet Program is designed to give the participants a realistic overview of public safety so that they can make an informed decision as to whether or not they want to pursue a career in the field. The program is open to youth between the ages of 14 and 21 who have an interest in public safety and meets at Headquarters on a weekly basis.

The Chief of Police shall designate a sworn member of the department as the Post Advisor of the program and may designate additional officers as Associate Post Advisors. An Advisory Board shall be made up of current Norwalk Police Officers and civilian advisors who have a law enforcement background or in a related field. The Advisory Board is the governing body for the program.

### **Training**

Cadets shall be trained to a level necessary to participate in a law enforcement related activity and that training records will be maintained by the Post Advisor. Cadets will be given both classroom instruction and be required to participate in physical exercises. Qualified personnel will give all instruction in a strictly controlled environment. Cadet training will be according to the scope of their authority and unauthorized weapons or equipment shall not be carried in the performance of their duties.

### **Activities**

While under the direct supervision of the Head Advisor and/or Associate Advisor, cadets may:

- Assist with community affairs/crime prevention
- Assist with searches for missing persons
- Assist with traffic control/parking assignments
- Participate in ride-alongs

A Post Advisor must be present for all cadet activities and all activities must be pre-approved by the Chief of Police or his designee.



## **Uniforms**

Cadet uniforms are to be clearly distinguishable from those used by any sworn officer. All cadet uniforms, badges, insignias, and patches require prior approval from the Chief of Police. Cadets shall not represent themselves as police officers either on or off duty.



## **CHAPTER 7.0**

### **APPENDIX A**

#### **JUVENILE OPERATIONS – A CHILD IS MISSING**

##### **I. PURPOSE**

The purpose of this policy is to establish an orderly and uniform process for the use of A Child Is Missing Program.

##### **II. POLICY**

The first several hours after a child, elderly or disabled person is reported missing can be critical to the successful outcome of the case. A Child Is Missing is a valuable tool for law enforcement if used properly. A Child Is Missing will generate telephone calls to local residents within fifteen (15) minutes after initiation by law enforcement.

It is the policy of the Norwalk Department of Police Service to utilize A Child Is Missing only for missing children, elderly, and disabled persons whenever the criteria of the following procedures are met.

A Child Is Missing is an additional tool for law enforcement. It does not replace or preclude a thorough investigation and/or search by law enforcement officers in the field. This program is utilized in addition to, not instead of, the National Amber Alert Program.

##### **A. Missing Persons**

- Whenever an officer receives a report of a missing person, the case will be investigated without delay.
- If the missing person is a child under the age of 18, an elderly person (with Alzheimer's) or a disabled person (in danger) the investigating officer may immediately notify A Child Is Missing.
- All other circumstances would need approval for the use of A Child Is Missing.

##### **B. Factors for determining the use of A Child Is Missing**

###### **Juveniles:**

- The juvenile should be under the age of 18.
- The reporting person must be an adult family member, teacher, or another adult who is responsible for the child.
- If the juvenile is a habitual runaway, A Child Is Missing would be used if foul play is suspected.
- A first-time runaway should be called on.
- Stranger abduction prior to calling the Amber Alert.

- College students (Living on Campus)

**Senior Citizens:**

- The person must be sixty-five (65) years of age or older.
- Being missing must be out-of-character for the elderly person.
- A Child Is Missing will be used even if an elderly person is a frequent walk away from a nursing facility.

**Disabled Person:**

- There is no age stipulation for a disabled person.
- Caution must be used when determining whether a person is truly disabled because there are many definitions of a disabled person. For purposes of the guideline, a disabled person will fall into one of the following categories:
  - The person has a physical or mental impairment that severely limits self-care.
  - The person is disoriented or unable to respond to simple questions.
  - The person is dependent upon life sustaining medication or unconscious.
  - The approving supervisor may take into account exigent circumstances that may influence using A Child Is Missing even if the person is a habitual runaway or walk-away. Examples of these circumstances are: suspected foul play, imminent severe weather, etc.

**C. Using A Child Is Missing**

- When the decision to use A Child Is Missing has been made, the investigating officer will immediately notify the Dispatch Center to request a call to A Child Is Missing
- The "A Child Is Missing" services are available 24 hours a day, 7 days a week. However, in the event an alert is necessary between the hours of 2230 and 0600, a supervisor's approval is required.
- While the officer is completing the search, the approving supervisor will determine what phone number will be supplied to A Child Is Missing for the public to contact the department with information about the missing person. The Communications Center phone number will generally be used unless the supervisor determines another number would better serve the purpose.
- The investigating officer will call A Child Is Missing at 1-888-875-2246 or page the operator at 1-954-492-4778.
- Reports required by department policy will be completed.

#### **D. Investigating Information Received From A Child Is Missing**

- Information received from a citizen concerning the missing person or a possible sighting of the missing person will be relayed to the supervisor in charge of the case. After evaluation, the supervisor, detective or officer will take the appropriate action.
- If a sighting of the missing person is confirmed, but the person has still not been located, the supervisor should consider using A Child Is Missing again using the most recent known location in the notification of residents. This is particularly important if the sighting location is in a different Zip Code than the original report.
- If A Child Is Missing is used more than once in the same case, there is no need to make out additional paper work. A notation of each instance will be written on the existing report. The notation will include each subsequent use by date, time, and location the missing person was last seen.

#### **E. Follow-Up Investigation**

- If the missing person is found, the supervisor/officer on the scene will call A Child Is Missing. A "Case Follow-Up Report" will be faxed to the department. The officer/supervisor in charge of the case will fill out the report and fax it back to A Child Is Missing (954-763-4569). This report will be sent through channels to be included with the original department report.
- If the missing person is not found in twenty-four (24) hours, the supervisor shall make notification to the oncoming shift and make them aware that A Child Is Missing is assisting on the case. If additional calls are necessary, A Child Is Missing will know what areas have been called and can assist the officer in further searches.



## CHAPTER 7.0

### APPENDIX B

#### AMBER ALERT/MISSING CHILD/SILVER ALERT REQUEST

##### **Amber/Silver Alert Activation via the Statewide Emergency Alert System (EAS)**

The Norwalk Department of Police Service will utilize the Connecticut State Police Message Center for activation of an Amber Alert/Missing Child/Silver Alert System.

##### **Plan Activations**

1. The “Amber Alert” is only used when there is a verifiable incident involving a non-parental abduction and the following criteria is met:

- The child is under 18 years of age
- The circumstances surrounding the abduction indicate that the child (regardless of age) is in serious danger of bodily harm or death
- There is enough timely information about the child, abductor and/or suspect vehicle to believe an immediate broadcast alert will help

2. The “Silver Alert” is only used when the following criteria is met:

- The person is under the age of 18 but does not meet the criteria for an Amber Alert
- Adult person with a mental impairment or medical condition
- Any person over the age of 65.

**Law enforcement and broadcasters have agreed that the plan will not be used for Runaways, or child custody situations, unless the circumstance is life threatening to the child.**

3. Any officer who receives or investigates a complaint of an abduction shall first determine that the incident fits the criteria for activation and upon such determination shall:

- a) Contact the CSP Message Center to activate the alert
- b) Complete the DPS-81-C form and fax to CSP at (860) 685-8346. If necessary, the Connecticut State Police Message Center may be contacted by phone at (860) 842-0200.
- c) Once the Message Center receives the information the alert will be activated. If the information is insufficient, the Norwalk Department of Police Service will be contacted for clarification.
- d) The Message Center will activate an EAS alert to include the preliminary investigative information received. Message Center personnel will refer calls to the agency's shift supervisor and the Amber/Silver Alert Message will be sent to law enforcement agencies via COLLECT. The Alert will be activated for the geographical area(s) in which it will be most effective.

- e) Upon transmission of the request form to CSP, the Norwalk Department of Police Service will fax a news release containing a summary of the active investigation and any other pertinent information to Metro News in Hartford and Phoenix and to the Associated Press in Hartford and Boston at the following numbers:

Metro News    Hartford fax    (860) 616-1988

Phoenix fax    (480) 348-3059

Associated Press    Hartford fax    (860) 727-4003

Boston fax    (617) 338-8125

### **Plan Deactivation**

- To de-activate the alert, the Norwalk Police will notify the Connecticut State Police Message Center when the child or person has been located via COLLECT and the telephone at 1-800-842-0200
- The Message Center will refer calls to the appropriate officials of the recovery of the child or person.
- It is the responsibility of the individual media entities to obtain cancellation information from the originating agency.

### **Additional Information**

Additional information and recommendations on the Amber Alert system can be found on the U.S. Department of Justice website at:

<https://www.amberalert.gov/faqs.htm#faq6>

### **U.S. D.O.J. Plan Recommendation(s):**

#### **NCIC Data Entry**

Immediately enter AMBER Alert data into the National Crime Information Center (NCIC) system. Text information describing the circumstances surrounding the abduction of the child should be entered, and the **case flagged as Child Abduction**. Many plans do not mandate entry of the data into NCIC, but this omission undermines the entire mission of the AMBER Alert initiative. The notation on the entry should be sufficient to explain the circumstances of the disappearance of the child. Entry of the alert data into NCIC expands the search for an abducted child from the local, state, or regional level to the national. This is a critical element of any effective AMBER Alert plan.



## **CHAPTER 8.0**

### **NARCOTICS, ORGANIZED CRIME AND VICE CONTROL**

#### **8.1 ORGANIZATION AND ADMINISTRATION**

##### **8.1.1 Suppression of Narcotics, Organized Crime and Vice**

Organized crime activities, vice activities, and narcotics violations will not be tolerated in any form. Each member of the Department has a responsibility to take action and/or make arrests according to law for these violations.

##### **8.1.2 Establishment of Special Services Division**

The Special Services Division of the Department is an established unit under the command of the Deputy Chief of Operations. The primary responsibilities of the Special Services Division are the enforcement of the state narcotics statutes and the suppression of vice-related activities.

Personnel assigned to the Special Services Division may be detectives or patrol officers. All assignments to and from the Special Services Division are made at the sole discretion of the Chief of Police in consultation with the Deputy Chief of Operations and the commander of the Special Services Division.

##### **8.1.3 Responsibilities of Special Services Division**

The Special Services Division is responsible for conducting investigations relating to:

- the illegal sale and/or distribution of narcotics
- the illegal use of narcotics/controlled substances
- prostitution and prostitution related offenses
- the illegal sale/use of alcoholic beverages
- illegal gambling activities
- organized crime activities
- other vice related activities

In addition to the above responsibilities, members of the Special Services Division may be called upon to assist with drug abuse educational activities.

##### **8.1.4 Organized crime investigations**

The commanding officer of the Special Services Division is responsible for coordinating and overseeing organized crime control and enforcement within the City of Norwalk. The commanding officer of the Special Services Division may seek the assistance of other state or federal law enforcement agencies in the investigation of organized crime activities.

Investigations of organized crime activities may include loan sharking, fencing operations, labor racketeering, theft, or any other offense for profit, or offenses involving the supply of illegal goods and services such as gambling, pornography, prostitution, illegal trafficking in controlled

substances, liquor or weapons, and other unlawful conduct that may include the illegal use of force, fraud, bribery or corruption.

#### **8.1.5 Public and Educational Information**

From time to time, the commanding officer of the Special Services Division may assign personnel to conduct or participate in educational or public information sessions. The purpose of these sessions is to increase public awareness of drug abuse or to educate the public about drug-related issues.

Requests of this nature may come from the Community Police Services Division or the Chief of Police.

## CHAPTER 8.0

### NARCOTICS, ORGANIZED CRIME AND VICE CONTROL

#### 8.2 OPERATIONS

##### 8.2.1 Receiving Complaints

All complaints relating to organized crime activities, narcotics and vice will be investigated by this Department for their relevancy and substantiation.

Patrol officers and other sworn personnel not assigned to the Special Services Division who initiate and/or receive information relating to organized crime activity are to notify their immediate supervisor. The supervisor will determine if the information is sufficient to forward to the Special Services Division. If the information is sufficient, that supervisor will make written notification to the commanding officer of the Special Services Division and forward the officer's report. This information will be reviewed by the commanding officer of the Special Services Division who will determine the relevancy or significance of the information and direct any further investigation as needed.

The commanding officer of the Special Services Division shall base his or her decision upon the following criteria:

- the validity of the original intelligence information
- the criminal nature of the problem
- the importance of the problem
- investigative leads
- possible investigative techniques
- Department resources
- anticipated operational difficulties

Nothing in this directive is to be construed as preventing any officer from taking immediate and necessary action (arrest) if the probable cause exists and it appears to be the most appropriate action based upon the circumstances.

##### 8.2.2 Records of Narcotics, Vice and Organized Crime Complaints

The Special Services Division shall maintain an activity log to be used to record all investigations being conducted by members of that unit. All investigations are assigned a specific departmental case number as well as a divisional case number. The divisional case number is merely for ease of record keeping. The activity log is maintained in the Special Services Division office. Due to the sensitive nature of certain investigations, the use of confidential informants and the use of specialized investigative techniques or surveillance locations, access to the log will be restricted to members of the Special Services Division. Other departmental personnel needing access to Special Services Division records will contact the commanding officer of Special Services.

Reports of ongoing investigations or other pending cases will be kept on file in the Special Services Division and not forwarded through the normal report system.

##### 8.2.3 Access to Special Services Office

Access to the office of the Special Services Division shall be restricted to personnel of that division. Other persons requiring access to the Special Services Division shall contact the commanding officer or officer in charge of that division. Only the Chief of Police and the commanding officer of Special

Services shall have a door key to the Special Services Division. Only members of the Special Services Division, the Chief of Police and the Deputy Chiefs shall have electronic key access to the office. Key holders to the Special Services Division office shall not attempt to duplicate the special key. Electronic key access to the Special Services Division office will be authorized by the commanding officer, and will be revoked upon transfer from that division.

#### **8.2.4 Investigative Procedures**

The Special Services Division is responsible for conducting any follow-up investigation involving vice, narcotics and organized crime activities. Officers are also responsible for the initiation of cases and the development of information pertaining to such cases.

The Special Services Division is an investigative unit and as such will utilize generally accepted investigative techniques. These techniques must be consistent with requirements mandated by federal and state constitutions, state statutes, judicial decisions and departmental directives.

##### **I. General Investigative Methods**

Officers in the Special Services Division are encouraged to use general investigative methods when conducting criminal investigations. In developing case information, investigators should utilize information that is generally available and does not place an officer's safety in jeopardy. Officers can, and should endeavor to get information from sources such as, but not limited to:

- police incident reports
- traffic infractions/summonses
- state and federal records (NCIC and CSBI)
- fingerprint files
- local, state, and federal law enforcement agencies
- court records and documents
- probation and parole departments
- motor vehicle department
- social service agencies
- city tax assessor's office
- town clerk office
- state liquor control commission
- public utility companies
- banks and other lending institutions

These methods generally do not require the utilization of undercover police officers, or the use of confidential informants. The issue of officer safety is not an unusual concern when using the above sources of information.

##### **II. Other Investigative Methods**

Other investigative methods used by members of the Special Services Division shall include, but not be limited to:

- buy-bust operations
- surveillance operations resulting in probable cause to search
- asset forfeiture cases
- execution of search and seizure warrants
- undercover police officer purchase of narcotics

### **III. Use of Informants**

There are times when the use of informants is necessary for the successful completion of a vice, narcotic and/or organized crime investigation. The use of informants is a legal and proper tool utilized by officers in the Special Services Division. The commanding officer of the Special Services Division will maintain and update operational plans for the use of informants in criminal investigations. Such plans will be in writing and subject to review and approval by the Chief of Police. The Norwalk Department of Police Services places high value on the anonymity of confidential informants. Controlled procedures and established systems exist to safeguard the identity of a confidential informant, thereby reducing the risk of unnecessary exposure of the informant's personal information. Care should be excersized not to reveal the informant's true identity. If it appears likely that an informant's identity would compromised, then he or she should not be used

#### **8.2.5 Informant Funds**

Funds for informant purposes shall be controlled pursuant to Addendum A of this directive along with Directive 2.10.7 (D). Funds from the Special Services Division evidence fund may be used for the following purposes:

- informant purchases of narcotics
- informant purchases of other evidence
- undercover police purchases of narcotics
- undercover police purchases of other evidence
- payments to informants for information regarding criminal activity
- payments to undercover police officers for expenses related to a criminal investigation.

The proper and accurate record keeping of city funds from the evidence/buy account is the direct responsibility of the commanding officer of the Special Services Division. The commanding officer shall follow specific operational guidelines as approved by the Chief of Police for use of funds for informant or evidentiary purposes.

The Norwalk Department of Police Service may occasionally receive state or federal funds for the purpose of purchasing evidence relating to narcotics investigations. Any restrictions or guidelines placed upon the use of these funds will be followed.

#### **8.2.6 Surveillance and Undercover Equipment**

The commanding officer of the Special Services Division is responsible for maintaining an inventory of all equipment assigned to that division. The inventory shall include all surveillance and undercover equipment used for investigative purposes.

The commanding officer of the Special Services Division shall maintain a log for use of surveillance equipment. Such log shall include:

- name of officer using equipment
- case number of investigation
- date of receiving equipment
- date of return of equipment
- any notes on damage, repairs or malfunctions

Personnel from divisions or units other than the Special Services Division shall request authorization for use of surveillance equipment through the chain of command.

### **8.2.7 Coordination**

While all members of the department are responsible for relaying information regarding narcotics, organized crime and vice activities to the Special Services Division, the Special Services Division is in turn responsible for relaying pertinent information to other divisions and bureaus within the department.

The commanding officer of the Special Services Division will disseminate the following types of information to other divisions and units.

- important for officer safety reasons
- criminal intelligence information that will not jeopardize an investigation
- identity of members of criminal groups or enterprises

On a case by case basis, the commanding officer or officer in charge of the Special Services Division may need to exchange certain information with other divisions or units. Such exchanges occur often on an informal basis, and address issues such as:

- avoidance of a particular area under surveillance
- location of an impending police raid
- identity and location of undercover officers and/or vehicles
- requests for use of manpower and/or equipment for investigations or special operations

### **8.2.8 Information to or from Other Agencies**

On occasion, the Norwalk Department of Police Service receives information from other law enforcement sources regarding vice or organized crime activities. In addition, the Norwalk Department of Police Service may disseminate such information to other agencies.

Any correspondence received from other agencies regarding vice or organized crime activities shall be forwarded to the commanding officer of the Special Services Division who will maintain a file for such information. In addition, any dissemination of information regarding vice or organized crime activities shall be coordinated through the commanding officer of Special Services. A file of any disseminated information shall also be maintained.

### **8.2.9 State or Regional Task Forces**

From time to time, specialized enforcement units are organized on a regional or state-wide level. The purpose of these units is to enforce specific laws pertaining to narcotics, vice, and/or organized crime. The Chief of Police shall determine if (and to what extent) personnel are assigned to these specialized units. The Chief of Police may enter into written agreements with other agencies regarding assignment of personnel to such units.

Whether or not personnel from the Norwalk Department of Police Service are assigned to regional or state enforcement units, members of this department will cooperate and coordinate enforcement efforts with such units. The commanding officer of the Special Services Division shall determine the appropriate means of coordinating with such units.

### **8.2.10 Operational Plans**

The commanding officer of the Special Services Division shall maintain and update written plans for conducting narcotic, vice and organized crime operations. Such plans must receive approval from the Chief of Police and shall include provisions for the following:

- surveillance operations
- undercover or decoy operations
- conducting “raids”
- use of informants
- use of informant/evidence funds

A Threat Assessment Matrix form NPD 119 shall be completed pursuant to Chapter 10, Appendix B.

These approved operational plans shall be considered Directives under this section and Directive 2.3.1.

#### **8.2.11 Written Status Reports**

The commanding officer of the Special Services Division shall submit a monthly division status report to the Deputy Chief of Operations. This report shall include a summary of complaints, arrests and investigations along with any other pertinent information.

#### **8.2.12 Event Deconfliction**

The Norwalk Department of Police Service shall participate in and utilize the Event Deconfliction System coordinated through the New England High Intensity Drug Trafficking Area (NEHIDTA).

Event deconfliction is a secure network application with the primary purpose of officer safety. The application scans existing event and/or target entries then compares them with new information to determine if the entered enforcement action or target is in close proximity to any other entered enforcement event. The application also evaluates personal data entered into the system to identify any similar matches.

The system is monitored by the NEHIDTA Watch Center who will alert both parties of the conflict. The system automatically alerts both parties of the conflict through the issuance of e-mail notices. The primary data criteria used to identify conflicting situations are address, date, and time.

NEHIDTA Deconfliction can help solve the issue of two law enforcement agencies interfering with each other, without knowledge, during high risk operations. The following information regarding investigations being conducted is authorized for release to the NEHIDTA Watch Center:

- Persons
- Vehicles
- Weapons
- Internet Address
- Telephones
- Address
- Business

This agency shall contact the NEHIDTA Watch Center for the following types of investigations or events:

- Commencement of any investigation by the Special Services Division which will ultimately lead to the execution of a search warrant
- Commencement of a confidential informant investigation involving buys/sales
- Commencement of a undercover investigation involving buys/sales

When this agency is conducting an investigation or participating in a law enforcement event that meets the criteria as stated above, the supervisor of the officer investigating the incident shall contact NEHITDS and notify them of the necessary details (usually names, addresses and/or vehicles) of the investigation.

Notification shall be made by calling the NEHIDTA Watch Center at (978) 451-3900, fax the Watch Center at (978) 451-3901, or via email the [watchcenter@nehidta.org](mailto:watchcenter@nehidta.org). The Watch Center will notify the supervisor if a conflict exists and provide a unique tracking number for reference on operational plans. The Watch center operates 8 a.m. to 6 p.m. Monday thru Friday.

In the event that NEHIDTA needs to contact this agency with pertinent information, it has been established they directly contact the commanding officer of the Special Services Division who will maintain a file for such information and disseminate it accordingly.



## **CHAPTER 8.0**

### **ADDENDUM A**

#### **USE OF INFORMANT AND EVIDENCE FUNDS**

##### **Receipt of Funds**

1. The commanding officer of the Special Services Division is responsible for the proper and accurate record keeping of any funds from evidence/buy accounts. The commanding officer is to maintain a handwritten ledger in which all funds for informant and evidence purposes are accounted for. The commanding officer of the Special Services Division shall coordinate with the Administrative Manager in determining the best accounting method to use for this purpose.
2. All monies to be used for evidence, informants and buy purposes shall be distributed by the Chief of Police to the commanding officer of the Special Services Division. The commanding officer of Special Services shall sign a receipt for these funds. The Chief shall retain the signed receipts along with the check stubs for disbursed funds.
3. The commanding officer of Special Services shall enter into the account ledger any and all funds received from the Chief. The commanding officer of Special Services may elect to disburse funds to subordinate officers for use during authorized investigations. Officers receiving funds shall sign an acknowledgment of receipt. Officers who receive funds from the commanding officer must maintain individual handwritten account ledgers. The type of ledger kept shall be determined by the commanding officer of Special Services in consultation with the Administrative Manager.
4. The commanding officer of Special Services may disburse funds to subordinates in an amount up to \$500.00. Officers shall not have more than \$750.00 cash-on-hand unless approved by the commanding officer.

##### **Expenditures**

1. Any expenditure by officers in excess of \$250.00 must receive prior approval from the commanding officer or officer-in-charge of Special Services.
2. Any expenditure in excess of \$3000.00 must receive prior approval from the Chief of Police or his designee.
3. Any evidence/buy/informant funds shall be used only for authorized police activities. If a confidential informant is given funds, the account ledger must specifically list:
  - the amount given to informant
  - code name or number of informant
  - purpose of payment (information or material purchased)
  - date and case number

##### **Receipts**

1. Officers making payments of funds shall submit a receipt to the commanding officer of Special Services. Such receipt shall be on a standardized form and include:

- officer's name
- informant's code name or number
- information or material purchased
- subsequent law enforcement action (if any)
- date and case number

### **Audits**

1. The commanding officer of Special Services is responsible for, at a minimum, quarterly accounting of the cash funds by indicating in the account ledgers that the reconciliation was completed.
2. The evidence accounts shall be audited annually by the Professional Standards Division or any person authorized by the Chief of Police.

### **Funds Other Than City funds**

1. From time-to-time, the Norwalk Department of Police Service may receive funds from sources other than the City of Norwalk for use during narcotics investigations. Such sources include the State of Connecticut, and the Federal government.
2. Any additional guidelines or regulations placed upon the use of funds from outside sources shall be adhered to. The commanding officer of Special Services shall be aware of and familiar with any such regulations.

## **CHAPTER 8.0**

### **ADDENDUM B**

#### **USE OF INFORMANTS**

##### **General Guidelines**

1. Confidential informants are private citizens who have entered into a written confidential agreement with a law enforcement agency to provide information about criminals or criminal activity in exchange for monetary or other consideration. These guidelines apply to confidential informants generally used by investigators over an extended period of time.
2. The Chief of Police may place restrictions on the use of informants as an investigative tool. Individual officers shall develop and use confidential informants only for authorized law enforcement purposes. The Norwalk Department of Police Services places high value on the anonymity of confidential informants. Controlled procedures and established systems exist to safeguard the identity of a confidential informant, thereby reducing the risk of unnecessary exposure of the informant's personal information. Care should be excersized not to reveal the informant's true identity. If it appears likely that an informant's identity would compromised, then he or she should not be used.
3. Confidential informants used by this department must enter into a written 'cooperating individual agreement'. This agreement shall detail the terms of the relationship of the confidential informant with the department.
4. The commanding officer of the division to which the officer is assigned must approve the use of a confidential informant.

##### **Informant Files**

1. The commanding officer of the Special Services Division shall maintain a confidential informant file. This file shall be maintained separately from any other files and be accessible only to the commanding officer of Special Services and the Chief of Police. Any other person needing access to these files shall contact the commanding officer of Special Services.
2. Each informant file shall contain the following information:
  - signed cooperating individual agreement
  - code name or number assigned to informant
  - biographical and background information
  - when possible, a current photograph and fingerprint card of informant
  - complete identifying and locating information on informant
  - information received from informant
  - informant's involvement in operations
  - record of payments to informant

##### **Use of Informants by Field Officers**

1. From time to time, field officers may utilize informants during the course of an investigation. In contrast to an on-going informant relationship as in the case with investigators, these types of

informants are generally used on a case-specific basis. Any field officers that wish to make a payment of public funds to an informant must consult their immediate supervisor. If the supervisor determines that a payment to the informant is appropriate, the supervisor shall contact the commanding officer of the Special Services or Detective Division, depending upon the type of information gained.

2. The commanding officer of the investigative division contacted shall authorize the payment to the informant, if appropriate. The payment to the informant shall be recorded by such investigative division, consistent with departmental directives.

### **Other Cooperating Individuals**

Cooperating individuals are private citizens who for many reasons may give information to the police regarding criminal activity. Nothing in this section shall be construed as to inhibit officers from receiving information from cooperating individuals. Any consideration afforded cooperating individuals in exchange for information shall be in accordance with departmental regulations and applicable laws.

## **CHAPTER 8.0**

### **ADDENDUM C**

#### **SURVEILLANCE OPERATIONS**

The commanding officer of the Special Services Division is responsible for planning and coordinating narcotic, vice and organized crime surveillance operations.

All surveillance operations shall be well planned and carefully reviewed by the commanding officer of the Special Services Division prior to implementation. Guidelines for planning surveillance operations include, but are not limited to:

1. Analyzing crimes and victims to determine the nature and scope of personnel, equipment and activities required to safely and effectively conduct the surveillance operation.
2. Identifying and analyzing probable offenders in their habits, their associates, vehicles, methods of operation or other pertinent information which will affect the manner of surveillance and potential prosecution.
3. Familiarizing all officers involved in the surveillance with the neighborhood or targeted area.
4. Determining operational plans for observation, arrests and moving surveillance to ensure continuity of the surveillance operation.
5. Following existing procedures for supplying expense funds to officers involved in the surveillance operation.
6. Establishing means for routine and emergency communications during surveillance operations.
7. Selecting equipment and vehicles required to conduct the surveillance operation to include:
  - a. vehicles
  - b. audio/visual monitoring and recording equipment
  - c. weapons
  - d. undercover or decoy supplies
8. Providing relief for officers so that surveillance may continue over an extended period of time if needed.
9. Reviewing case information with a prosecutor from the State's Attorney's Office to determine the legal ramifications of the surveillance operation.
10. Surveillance, undercover, and decoy operations may be affected singularly or simultaneously during the investigation of narcotic, vice, organized crime, or other criminal offenses. The commanding officer of the Special Services Division shall notify the officer in charge of the Patrol Division of the surveillance operation if the circumstances allow. In any event, a member of the department not directly involved in the surveillance operation shall be made aware of the pertinent details of the surveillance operation.



## **CHAPTER 8.0**

### **ADDENDUM D**

#### **UNDERCOVER OPERATIONS**

The commanding officer of the Special Services Division is responsible for coordinating and planning narcotic, vice and organized crime undercover operations.

All undercover operations shall be well planned and carefully reviewed by the commanding officer of the Special Services Division prior to implementation. Guidelines for planning undercover operations include but are not limited to:

1. Identifying and analyzing suspects to determine the nature and scope of personnel, equipment and activities required to safely and effectively conduct the undercover operation. The identification and analysis will include a determination of their criminal history, known associates, weapons proficiency and any other available background information that would be important for members conducting the operation to know.
2. Making contact with the suspect(s) by utilizing undercover personnel when deemed appropriate and necessary insuring all reasonable precaution have been taken.
3. Analyzing the neighborhood or target area where officers will work prior to infiltration to determine and identify hazards and potentially dangerous areas. Locations for surveillance points will also be identified.
4. Supplying officers with a false identity and necessary credentials as needed. The confidentiality of officer's false identity will be maintained in the following manner:
  - a. Only officers directly involved in the operation will have access to the information in addition to the Chief.
  - b. Copies of false credentials provided to the officer will be kept in a locked file in the Special Services Division to which only the commanding officer of Special Services shall have access.
5. Following existing procedures for supplying expense funds to officers involved in undercover operations.
6. Selecting the equipment and vehicles required to conduct the undercover operation, to include:
  - a. vehicles
  - b. audio/visual monitoring and recording equipment
  - c. weapons
  - d. undercover or decoy supplies
7. Establishing means of routine and emergency communications during the undercover operation.
8. Reviewing case information with a prosecutor from the State's Attorney's Office to determine the legal ramifications of the undercover operation.
9. Providing guidelines for making an arrest once the requirements to make a lawful arrest have been met and the goals of the undercover operation have been met. The decision on when to arrest will depend on the purpose, scope and objectives of the undercover operation.

10. Insuring that no arrest is made without adequate backup. Additional officers should be positioned so that their response will not be delayed.
11. Providing for close supervision of all officers involved in the undercover operation.



## **CHAPTER 8.0**

### **ADDENDUM E**

#### **DECOY OPERATIONS**

The commanding officer of the Special Services Division is responsible for planning and coordinating narcotics, vice and organized crime decoy operations.

All decoy operations shall be well planned and carefully reviewed by the commanding officer of the Special Services Division prior to implementation. Guidelines for planning decoy operations include but are not limited to:

1. Analyzing victims, crime, and crime locations to determine the nature and scope of personnel, equipment, and activities required to safely and effectively conduct decoy operations.
2. Providing means for decoy officers to disguise themselves to resemble victims or private citizens.
3. Making a determination based on the analysis of the situation for the number and placement of backup officer to provide safety and security.
4. Developing operational plans for each decoy operation to determine appropriate locations for observation and arrest.
5. Reviewing case information with a prosecutor from the State's Attorney's Office to determine legal ramifications of the decoy operation.
6. Establishing means of routine and emergency communications during the decoy operation. Body mikes, radios, or other audio and recording devices may be used in accordance with applicable laws and department directives.
7. Clearly identifying all participating personnel prior to the operation along with providing a complete description of the clothing and vehicles used by all involved.
8. Surveillance, undercover and decoy operations may be affected singularly or simultaneously during the investigation of narcotics, vice, organized crime, or other criminal offenses. The commanding officer of the Special Services Division shall notify the officer in charge of the Patrol Division of the decoy operation if the circumstances allow.
9. Providing for close supervision of all officers involved in the decoy operation.



## **CHAPTER 8.0**

### **ADDENDUM F**

#### **NARCOTICS, VICE AND ORGANIZED CRIME RAIDS**

The commanding officer the Special Services Division is responsible for coordinating and planning raids resulting from surveillance, undercover, or decoy operations, as well as from other investigations. The Chief of Police will be advised of the nature and location of any such raid prior to its implementation.

Raids will be well planned prior to their implementation. Guidelines for planning raids include but are not limited to:

1. The commanding officer shall designate a single officer to be responsible for supervising and coordinating any raid.
2. Developing strategies and tactics for approaching, entering, securing and leaving the target of the raid prior to conducting the raid. These strategies and tactics shall include analyzing the target to be raided, considering officer safety in determining the appropriate personnel levels.
3. All members conducting the raid shall be in full uniform or be readily identifiable by wearing issued raid jackets. Uniformed officers should be first to make contact with the suspect(s) whenever possible.
4. All officers directly involved in field operations of the raid shall wear protective body armor
5. Searching for any evidence which is the target of the raid should be thorough and systematic. Evidence and contraband will only be seized in accordance with all applicable laws and departmental guidelines.
6. Evaluating the intended target of the raid to determine what equipment will be appropriate for the safe and successful completion of the raid, including but not limited to the following:
  - a. weapons
  - b. vehicles
  - c. entry tools
  - d. communications and audio/visual recording equipment
6. Utilizing specialized units such as Emergency Services Unit, the Identification unit, Canine officer, etc. Appropriate communications will be established and maintained with any support unit. Departmental directives for use of any specialized unit shall be followed. A Threat Assessment Matrix form NPD 119 shall be completed pursuant to Chapter 10, Appendix B.
7. Arranging for transportation of suspects to the Norwalk Department of Police Service Headquarters and for the processing of all arrestee. If needed, arrangements can be made with the Judicial Marshals for transporting large numbers of arrestees per Directive 1.3.6.
8. The use of force to gain entry will be authorized only after reasonable efforts to gain entry without the use of force have failed. The use of force in making arrests and confronting suspects will be done in accordance with Directive 11.1.1.

9. The commanding officer may put the Emergency Medical Services of the Norwalk Hospital on 'stand-by' prior to the raid. Any reported injuries shall be detailed in supplemental reports filed by the officers involved.
10. Documentation of activities associated with the raid is required. The commanding officer shall ensure that all involved officers file supplemental reports as necessary or appropriate.

## **CHAPTER 9.0**

### **COMMUNITY SERVICES**

#### **9.1 CRIME PREVENTION**

##### **9.1.1 Commitment to Crime Prevention**

The Norwalk Department of Police Service is committed to the development and continuity of proactive community crime prevention programs. While every officer is in effect a 'Crime Prevention Officer', there are specific programs and approaches that will further the goal of reducing crime. The Community Police Services Division is in charge of crime prevention programs and shall be responsible for evaluating and implementing various crime prevention programs suitable for use by this department.

##### **9.1.2 Crime Prevention Function**

The Community Police Services Division shall maintain close ties with all other divisions and units within the Department, especially Patrol, as well as with various agencies and groups in the community that support or assist with crime prevention activities. The Community Police Services Division shall disseminate information about established crime prevention programs throughout the department.

##### **9.1.3 Staffing**

The Community Police Services Division shall be staffed by a commanding officer who shall be responsible for planning and coordinating the various crime prevention programs, traffic safety, and press releases. The Community Police Services Division may also seek assistance from various members of the Department in presenting such programs in the community.

##### **9.1.4 Priority Programs**

The Community Police Services Division places a high value on community interaction, and will determine the type, frequency, and duration of the various crime prevention programs that are implemented, in concert with public concerns. The Community Police Services Division will utilize the following factors in making these focused determinations:

1. Analysis of crime data by crime type and geographic location.
2. Input from division commanders, especially Patrol, regarding crime problems and experience.
3. Community concerns and perceptions of, or about criminal activity.
4. Requests from the community or representative groups for implementation of crime prevention programs.

At least once every two(2) years, the Community Police Services Division will conduct a documented evaluation of the effectiveness of Crime Prevention programs in place. A determination will be made whether to continue, modify, or discontinue such programs.

##### **9.1.5 Neighborhood Crime Watch**

Neighborhood Crime Watch programs have proven to be effective and useful tools as deterrents to criminal activity. Therefore, the Community Police Services Division will actively encourage the development, organization, and maintenance of Crime Watch programs in as many areas as

possible. The Community Police Services Division will assist in organizing such groups by making presentations with useful crime prevention information and material. The Community Police Services Division will also provide guidance to citizen leaders of Crime Watch groups.

#### **9.1.6 Crime Prevention Programs**

The Community Police Services Division shall actively promote crime prevention programs available to the general public. News releases and general information disseminated by the Department will be used to inform the public about the crime prevention services available. In addition, the Community Police Services Division will be available for public presentations to neighborhood groups, service clubs, or other organized groups. Some of the topics appropriate for such presentations are:

- Neighborhood Watch
- Residential and Commercial Security Surveys
- Property Identification
- Residential Security/Burglary Prevention
- Commercial Security/Shoplifting prevention
- Personal Protection Procedures
- Crimes Against the Elderly
- Substance Abuse

#### **9.1.7 Liaison with Community Groups**

The Community Police Services Division shall maintain liaison with local community groups and associations interested in crime prevention issues. In addition, the Community Police Services Division may occasionally interact with private security agencies in matters of mutual interest.

#### **9.1.8 Crime Prevention Through Environmental Design**

In addition to conducting security surveys, the Community Police Services Division will provide security recommendations upon request to any interested citizen or business person who is in the process of constructing a new building or an addition to an existing building. The Community Police Services Division will also assist the City of Norwalk Planning and Zoning Department with incorporating safety and security in city building codes by reviewing construction plans and offering input on proposed code changes. The Community Police Services Division will suggest strategies or design specifications, but not recommend specific companies or products.

#### **9.1.9 On-Line Internet Presence**

The Chief of Police or his designee monitors the Norwalk Department of Police Service web-page and other social media sites which are utilized for community outreach and input.

## **CHAPTER 9.0**

### **COMMUNITY SERVICES**

#### **9.2 PUBLIC INFORMATION**

##### **9.2.1 General Statement**

The Norwalk Department of Police Service recognizes the important service that the media performs on behalf of the public. The Department understands the seriousness with which both the press and the police hold their obligations under the United States Constitution, and the Constitution of the State of Connecticut. The protections guaranteed by the First Amendment are critical to its function in a democratic society. Likewise, the responsibilities of the police to protect public safety and to insure the protection of the rights of individuals under the Sixth and Fourteenth Amendments, underpin every policy and operation in the Norwalk Department of Police Service. The responsibilities of the media and the police are diverse, and seem at first glance contradictory statements. However, both must be served, and striking a balance between the two can be both difficult and sensitive.

##### **9.2.2 Department Spokesperson**

The Chief of Police is the principal spokesperson for the Norwalk Department of Police Service on issues and concerns that warrant his attention. All media inquiries pertaining to departmental policies and procedures shall be referred to the office of the Chief of Police.

The commanding officer of the Community Police Services Division or his designee is responsible for all press releases, and is authorized to speak for the Chief of Police and the Department. The commanding officer of the Community Police Services Division and/or his designee may receive training as pertains to this function, as deemed necessary by the Chief. The commanding officer of the Community Police Services Division is also responsible for:

- gathering information for the news media
- releasing information to the news media
- developing procedures for coordinating the release of information when other public service agencies are involved
- arranging media interviews of Departmental personnel at the direction of the Chief of Police
- arranging press conferences
- responding to major incidents while on duty to assist the media
- coordinating the activities of the Media Ride-Along Program
- handling other public information assignments as determined by the Chief of Police.

The commanding officer on duty of the Patrol Division is responsible for all press releases when the commanding officer of The Community Police Services Division is not on duty or otherwise is not available. The commanding officer on duty shall ensure that an up-to-date arrest log and incident log is available at the front desk area lobby for access by the press and the public.

##### **Liaison with Specialized Units**

Because of the nature of the investigation or due to specialized knowledge on a particular issue, specialized units or divisions may wish to participate in the morning press briefing. In those instances, the supervisor from the unit or division shall contact the Community Police Services Division and advise them of their desire to participate in the briefing or to consult with them on the information to be released, prior to the briefing taking place.

### **9.2.3 Regular Press Briefings**

In the morning of each normal business day (generally, Monday through Friday), the Community Police Services Division will hold an open press briefing for the media. Representatives of any and all news media are welcome and encouraged to attend this daily briefing. At this briefing, information about the previous day's activity and/or arrests will be disseminated consistent with this directive.

On weekends, or in the absence or unavailability of Community Police Services Division personnel, the on-duty commanding officer will conduct this briefing.

### **9.2.4 Prepared Press Releases**

Each division or unit commanding officer (or officer-in-charge) is responsible for filling out and submitting to the Community Police Services Division, a press release form for use by the Community Police Services Division. Based upon the information provided, the Community Police Services Division will prepare a press release if appropriate and leave it at the front desk where it will remain available for the press and the public.

### **9.2.5 Information Release Guidelines**

When releasing information regarding criminal investigations to the media and the public, Departmental personnel will adhere to the following operating guidelines consistent with state and federal law:

#### **Prior to arrest**

##### **Information to be released**

1. A description of the offense, including a brief summary of the events, location, time, injuries, property damaged or stolen, victims, and other information pertinent to the investigation.
2. Information necessary to the investigation of the crime, to solicit public assistance or to alert the public to danger (Example; fugitive warrant, warning to the public that a fugitive may be armed and dangerous, requests for assistance in obtaining evidence or locating witnesses, release of criminal background information).
3. Method of complaint (officer observation, citizen, warrant, etc.)

##### **Information not to be released**

1. Identity of suspects interviewed but not charged, except to the extent necessary to aid in the investigation, to assist in the apprehension of suspects, or to warn the public of danger.
2. Identity of victims of sexual assaults and other crimes as defined by state statutes.
3. Identity of juveniles or youthful offenders.
4. Exact identifying information about weapons or other physical evidence where the release of such information would prejudice the investigation; information that could be known only to the alleged guilty party or other participant in a criminal offense.



5. Identity of victims, when a clear danger exists or when identification of the victim(s) would impair an ongoing criminal investigation and subsequent prosecution.

## **Post arrest**

### Information to be released

1. Identity of the accused and the charges.
2. Suspect's name, address, age, employment, marital status (except information not to be released for juveniles and youthful offenders); circumstances of arrest including time, place, resistance, pursuit, possession and/or use of weapons, description of physical items seized, provided such information will not compromise individual rights or investigative procedures.
3. Name, address, age of victim (except for sexual assault and other crimes as defined by statutes).
4. Exact charges and their classification.
5. Identity of the agency and/or unit responsible for the arrest.
6. Duration of the investigation.
7. Pre-trial release or detention arrangements, including amount of bond set and detention location.
8. Scheduled arraignment date.

### Information not to be released

1. Existence or contents of any statement or admission made by accused persons, or his/her refusal to make such statement.
2. Statements concerning the character, reputation or guilt of an accused.
3. Information that could lead to the discovery of the identity or specific address of a juvenile offender or youthful offender.
4. Identity of witnesses or victims, when a clear danger to them exists, or when identification would impair an on-going investigation and subsequent prosecution.
5. Identities of victims of sexual assaults, risk of injury to minor cases, and other offenses as defined by law.

## **9.2.6 Police Policies, Administrative Activities, and Personnel Information**

Information regarding police policies, police administrative activities, procedures, budget and personnel are public documents available upon request unless explicitly exempted by the Freedom of Information Act.

In addition to information about criminal activity, the press and police have a mutual interest in the public's understanding the operating procedures of the police department, police policies, community relations, budget and finance, and the role of the police department as a public agency.

All information concerning the above topics is to be released either by the office of the Chief of Police or at the direction of the office of the Chief of Police.

#### **9.2.7 Major Crime Scenes, Emergencies, Disorders, etc.**

Major incidents or crimes often draw live coverage by the electronic news media and are situations where a larger than normal number of reporters and photographers are present to gather information.

To avoid conflicts that can occur during this kind of coverage, the officer-in-charge at such scenes is encouraged, as soon as practicable, to notify the Community Police Services Division (when they are on duty) to coordinate police/media activities. When the Community Police Services Division is not on duty or unavailable, the Deputy Chief of Operations shall be notified by the commanding officer on duty and the Deputy Chief will provide guidance and direction on police/media activities.

#### **9.2.8 Access to Incident Scenes**

To the extent possible, without hampering police operations or investigations, members of the press shall be furnished access to information and to locations from which they may take photographs, recordings, or gather information.

Physical access to scenes of crimes and/or major incidents may be restricted to avoid jeopardizing the successful conclusion of an investigation. Police personnel shall allow camera persons and photographers to photograph individuals or crimes scene, even in instances where police would not release to the media photographs of such persons or scenes. In general, a positive effort to cooperate with the press is to be followed.

Police officers are not to take any action to assist or discourage news media in photographing an accused person in custody. Persons placed under arrest are not to be posed for news photographers, but news photographers and camera persons should not be prevented from photographing individuals under arrest as long as the photographers/camera persons are on public property or on private property where the owners do not object.

#### **9.2.9 Press Credentials**

The Norwalk Department of Police Service requests representatives of bona fide news organizations that cover local events display press credentials issues by the representative's organization. The credentials should be displayed on the outermost garment of clothing when the representative is present at a local event, so they are easily recognizable as a member of the press.

#### **9.2.10 Directive Issued to Media**

Copies of this directive shall be issued to representatives of the local media. Suggestions for changes to this directive may be submitted by members of the media to the Chief of Police. Any suggestions should be in writing and consistent with the general policy statement in Directive 9.2.1.

#### **9.2.11 Multi-Agency Press Releases**

The Norwalk Department of Police Service shall issue press releases and briefings consistent with this directive when it is the primary law enforcement agency involved in a multi-jurisdictional effort. When other public service agencies (such as fire or EMS) are involved in a mutual effort, the commanding officer of the Community Police Services Division or other member authorized to issue departmental press releases, shall limit informational releases to those matters directly related to

the police service rendered, and shall refer other requests to the appropriate public service agency.

The officer issuing the press release shall cooperate and coordinate with Public Information Officers from other law enforcement or public service agencies in issuing joint releases.



## CHAPTER 9.0

### COMMUNITY SERVICES

#### 9.3 COMMUNITY RELATIONS

##### 9.3.1 Community Relations (general)

All members of the Norwalk Department of Police Service must recognize that they are bound to protect and serve the citizens of our community. This is to be done, in large measure, through a fair, consistent application of the law and a realization that all citizens are equal under the law. In this regard, it is imperative that all members of the department strive to develop, encourage, and maintain close ties with the communities that they serve in the City of Norwalk. This willingness on the part of the police to establish close ties with the community is an essential component of the police role in the City of Norwalk. All department personnel share in the responsibility for advancing community relations goals. Good community relations cannot be achieved without the active participation of all officers. In keeping with the focus of maintaining good community relations, all personnel shall verbally identify themselves over the phone when requested.

Furthermore, the Norwalk Department of Police Service is committed to identifying and correcting any actions, practices or attitudes that may contribute to community tensions or grievances.

##### 9.3.2 Community Police Services Division Responsibilities

The primary responsibility for developing, coordinating and implementing the department's community relations programs rests with the Community Police Services Division. The commanding officer of the Community Police Services Division shall develop and administer programs that advance community relations efforts and foster the overall community input process. Such efforts shall include:

- establishing liaison with formal community organizations and other community groups
- assisting in developing community relations policies for the department which are consistent with, and supportive of stated departmental objectives
- publicizing agency objectives, problems, and successes
- establishing a system of communication which will ensure a departmental response to information obtained from any community organization
- making recommendations for improving department practices which have an impact on police-community relations
- assisting in developing training related to community relations after evaluating input from citizens, community groups, internal affairs investigators, officers and supervisors
- establishing needed community groups where such groups do not exist

The commanding officer of the Community Police Services Division shall include on the monthly divisional report information regarding:

- a description of the current concerns voiced by the community
- a description of potential problems that have a bearing on law enforcement activity within the community
- identify and recommend actions to address said concerns and problems

- a statement of progress towards the recommended actions that addresses previously identified concerns and problems

Quarterly, the commanding officer of the Community Police Services Division shall provide a written report to the Chief of Police on the Division's progress towards the above stated objectives.

### **9.3.3 Community relations programs**

The Community Police Services Division is responsible for developing, implementing and evaluating various community relations programs and projects. Such programs may include:

1. Citizen's Police Academy. A program in which Norwalk Police Officers instruct Norwalk residents on issues relating to police work including, laws of arrest, motor vehicle pursuits, departmental operations, etc.
2. Bicycle Safety Programs and helmet programs for children.
3. Crime prevention talks and seminars for specialized groups or businesses.
4. Neighborhood Block Watch and tenant group meetings.
5. Health Seminars in cooperation with the Norwalk Department of Health.
6. Crime prevention programs for senior citizens.
7. Mobile Police Precinct and community outreach activities.

The commanding officer of the Community Police Services Division shall evaluate such programs at least every two(2) years, and assess their effectiveness in addressing community concerns.

### **9.3.4 Community Input on Agency Policies**

Input from the community can help insure that the department policies accurately reflect the needs of the community. Input on department policies may be obtained from various sources. Such sources include:

- neighborhood groups
- community organizations or councils
- information received from or by the Norwalk Police Commission
- other City department heads or supervisors
- citizen surveys

Members of this department who interact with persons or groups as described above shall be aware of comments on and input about departmental policies or procedures. Such information shall be brought to the attention of the Chief of Police.

### **9.3.5 Interns/Volunteers**

All requests for interns shall be routed through the chain of command to the Professional Standards Division for review and selection. All interns must submit a letter on official stationary signed by the school/business official that is authorizing the internship for that organization and the letter shall also include the purpose and scope of the internship request. Preference for requests for internships shall be awarded to those persons who are Norwalk residents and/or attending a school/business in Norwalk. College level intern requests will be given preference over high school level intern requests. Approval for and the duties assigned to interns are at the sole discretion of the department.

## Screening

1. All prospective interns/volunteers shall be required to provide a valid form of identification.
2. The Professional Standards Division shall conduct a face-to-face interview with an intern under consideration.
3. An inquiry waiver, form NPD106 shall be signed by the prospective intern/volunteer. A documented background investigation shall be completed on each intern/volunteer applicant and shall include but not necessarily be limited to the following:
  - a. Traffic and criminal record
  - b. Employment
  - c. References

## **Confidentiality**

Unless otherwise directed by a supervisor or departmental policy, all police information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be accessible to an intern. Confidential information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel.

Each intern shall sign a Non-Disclosure Agreement, NPD Form #107. Subsequent disclosure of any confidential information, verbally, in writing, or by any other means, shall be grounds for immediate dismissal and possible criminal prosecution. Interns shall not release or divulge any information concerning the activities of the agency, or maintain that they represent the agency in any matters without permission from the proper agency personnel.

### **9.3.6 Ride-Along Program**

The Norwalk Department of Police Service participates in a Ride-Along program in which members of the public may accompany members of this department during his/her tour of duty or special assignment.

#### **I. The goals of the Ride-Along Program are:**

1. To establish a harmonious relationship between members of the media, other interested parties, and members of the Norwalk Department of Police Service.
2. To allow participants the opportunity to observe the duties of members of the Department firsthand, so as to develop an understanding of a police officer's duties and experiences.
3. To provide the citizens of Norwalk with information about the duties and experiences of the members of the Department.

#### **II. Permission for members of the community to participate**

1. Participants must enter into a written "Ride Along Agreement" between themselves and the City of Norwalk Department of Police Service, NPD Form #110. This Agreement MUST be submitted to the Deputy Chief of Operations or his designee for approval.
2. Upon approval of the above Agreement, the Deputy Chief of Operations or his designee will notify the commanding officer of the effected departmental unit that such permission

has been granted. It shall include the name of the person(s), date, and time for which permission has been granted and the scope of the person's participation.

### **III. Guidelines for Participants**

1. Participants in the Ride-Along Program shall agree to obey at all times all instructions, orders and commands given by the officer or members of the Norwalk Department of Police Service who are or may be in command.
2. That the participant fully realize and appreciate the basic nature of law enforcement work and the possibility that situations will arise which might result in exposure to the danger of physical harm or injury, including but not limited to motor vehicle accidents; and that nevertheless, the participant freely and voluntarily accepts said risk.
3. That the participant agrees to keep confidential any thing, fact, or occurrence that may be observed when requested to do so by a member of the Norwalk Department of Police Service.
4. That his/her participation may be absolutely and immediately terminated at any time by any member of the Norwalk Department of Police Service without notice or reason.

### **IV. Guidelines for Members of the Department**

1. Members of the department shall take reasonable steps to provide for the safety of participants in this program which may include riding in police department vehicles.
2. If a member of the department believes that a participant is not complying with the provisions as explained above, the accompaniment may be terminated.
3. If the member of the department wishes to terminate the accompaniment of a participant, the following steps shall be taken by the department member:
  - a. Notify his/her immediate supervisor.
  - b. The immediate supervisor will evaluate the matter and either concur with termination or reassign the participant to another member of the department.
  - c. If the accompaniment is terminated, a written report detailing the reason(s) for the termination must be submitted to the Chief of Police through the chain of command.



## CHAPTER 9.0

### COMMUNITY SERVICES

#### 9.4 VICTIM/WITNESS ASSISTANCE

##### 9.4.1 Organization and Administration

Victims and witnesses of crimes have specific rights and expectations which shall include the right to be treated with dignity, fairness, and compassion by members of this department involved in a criminal investigation. The Norwalk Department of Police Service is committed to the development, implementation, and continuation of appropriate victim/witness assistance programs and activities. Additional victim's rights are provided by the Commission on Victims Services and other legislative mandates. This includes but is not limited to Connecticut General Statutes:

- 54-201 through 54-232 re: Victim Services
- 18-81e Notification of victim of release of inmate from correctional facility
- 51-286e Notification of victims of judicial proceedings
- 54-91c Testimony of crime victim prior to acceptance of plea agreement and at sentencing hearing
- 54-126a Testimony of crime victim at parole hearing
- 54-36a Definitions. Inventory. Return of stolen property. Disposition of other seized property. Return of compliance
- 54-56e Accelerated pretrial rehabilitation
- 54-142c Disclosure of erased records
- 54-85b Employer not to discharge employee appearing as witness. Penalty. Action for damages and reinstatement
- 54-85c Representative of homicide victim entitled to be present at trial of defendant. Exclusion. Hearing
- 54-86g Testimony of victim of child abuse. Court may order testimony taken outside courtroom. Procedure
- 46b-15 Relief from physical abuse by family or household member. Application. Court orders. Duration. Copies. Expedited hearing for violation of order. Other remedies
- 52-146k Privileged communications between battered women's or sexual assault counselor and victim
- 54-86e Information re: name and address of victim of sexual assault to be confidential
- 54-86f Admissibility of evidence of sexual contact
- 54-82s through 54-82u – Leroy Brown Jr. and Karen Clarke Witness Protection Program

##### 9.4.2 Responsibility for Administering and Coordinating Victim/Witness Assistance

Although victim/witness assistance programs are primarily administered through the State of Connecticut, Commission of Victim Services, the Victim Advocate and Family Relations Office within the court system, the Norwalk Department of Police Service has delegated responsibility for the administration and coordination of activities to the commanding officer of the Community Police Services Division. Such responsibilities include:

1. Ensuring that the department's victim/witness assistance programs and procedures are adequate and meet applicable state statutes

2. Developing and/or amending on the basis of the analysis conducted, departmental policies and procedures that achieve at least the following:
  - Govern the implementation and delivery of victim/witness assistance services by Norwalk Department of Police Service personnel.
  - Ensure the confidentiality of records and files of victim/witness and their role in case development to the extent consistent with applicable law
  - Govern the department efforts to inform periodically the public and media about the police department's victim/witness assistance services
3. Maintaining liaison with other criminal justice agencies and governmental and non-governmental agencies and organizations concerned with victim/witness needs and rights. The liaison function shall serve two purposes:
  - To ensure that referrals of victims/witnesses to outside sources are based upon accurate and up-to-date knowledge of the services offered by those sources. To this end, the commanding officer of the Community Police Services Division shall ensure that appropriate personnel attend available workshops and seminars pertaining to victim/witness issues.
  - To maintain an ongoing channel of communication by which to offer and receive suggestions about how departmental and outside sources can more effectively work together to better serve the victim/witness.
4. Training departmental personnel concerning available victim/witness assistance programs. The purpose of such training shall be to enable personnel to provide knowledgeable answers when asked questions by the public about victim/witness assistance programs offered by the police department or other community and state agencies and organizations. Thereby defining the department's role and objectives to inform and refer victims/witnesses to appropriate outside agencies.

#### **9.4.3 Providing Appropriate Assistance to Victims/Witnesses Who Require Special Attention**

In cases where victim/witness has been threatened or experienced specific, credible reasons for fearing intimidation or further victimization, the Norwalk Department of Police Service will offer appropriate assistance, which may include:

1. transportation to a safe location
2. guarding a victim/witness
3. referral to outside agency

Generally each case will be evaluated on an individual basis. However, the following criteria will be taken into consideration when determining what is deemed appropriate assistance:

1. The nature and seriousness of the incident.
2. The resources immediately available.
3. Is the level of assistance commensurate with the danger faced by the victim/witness?
4. The availability of the victim/witness
  - When a member of the Norwalk Department of Police Service becomes aware of danger to a victim/witness, the victim/witness shall be promptly contacted and alerted to the danger, whenever possible.
  - When a victim/witness is located in another jurisdiction, the appropriate agency in that jurisdiction shall also be promptly notified.
  - Whenever a member of the Norwalk Department of Police Service determines that special assistance to a victim/witness may be required, the member shall notify their supervisor. The supervisor shall notify the commanding officer of the

patrol division and advise them as to the nature of the danger and the proposed service to be rendered. The commanding officer shall evaluate the situation and if special attention is deemed appropriate, shall ensure that such service is rendered. When the service to be rendered is beyond that which can be accommodated utilizing on-duty personnel for a brief time, the Chief of Police shall be contacted to authorize the special expenses and services proposed.

#### **9.4.4 Victim/Witness Assistance to be Rendered During Preliminary Investigation**

Victim/witness assistance to be rendered by the investigating officer during preliminary investigation, over and above normal investigative procedures, shall include at a minimum:

- Providing information to the victim/witness about applicable services and rights (e.g. counseling, medical attention, compensation programs or emergency financial assistance and victim advocacy). Generally this information is easily accessed using information found on the Victim of Crimes/Rights Card which shall be issued to all victims/witnesses as appropriate.
- Advising the victim/witness about what to do if the suspect or the suspect's companions or family threatens or otherwise intimidates him/her.
- Informing victim/witness of the case number and subsequent steps in the processing of the case and providing a non-emergency telephone number to the victim/witness so that he/she may call to report additional information about the case or to receive information about the status of the case. This may be accomplished by providing the victim/witness with a case card noting appropriate information.

#### **9.4.5 Victim/Witness Services to be Rendered During Follow-up Investigation**

There are instances during a follow-up investigation when victim/witness assistance services should be provided by the officer/detective assigned to continue the investigation. In such cases, the investigating officer/detective should, in addition to the normal investigatory procedures, provide the following assistance, at a minimum:

- If, in the opinion of the supervisor and/or investigating officer/detective, the impact of a crime on a victim/witness has been unusually severe and has triggered an above/average need for victim/witness assistance, reconnect with the victim/witness within ten (10) days of the follow-up investigations initiation, should be made.
- If not an endangerment to the successful prosecution of the case, explaining to the victim/witness the procedures involved in the prosecution of their cases and their role in those procedures.
- If feasible, scheduling line-ups, interviews and other required appearances at the convenience of the victim/witness and, when warranted, provide transportation.
- If feasible and pursuant to law and with the approval of the States Attorney's Office, expediting the return of victim/witness property taken as evidence.
- If feasible, ensuring a victim advocate is assigned to the victim/witness during the follow-up investigation.

As part of their report review responsibilities, supervisors shall ensure that appropriate and statutory mandated victim/witness assistance was provided by the investigating officer.

#### **9.4.6 Notification of Victim/Witness Upon Arrest of Suspect**

Whenever conditions permit, the investigating officer should make a reasonable effort to notify the victim/witness of the arrest of a suspect and provide the following additional information, if available:

- specific charges

- custody status and subsequent changes in status, if any
- amount of bond, if any
- initial court appearance date

#### **9.4.7 Victim/Witness Assistance to Police Officers and Their Families**

The Norwalk Department of Police Service shall provide victim/witness assistance services to members of the department and their immediate families following line-of-duty death or serious injury. Assistance may include but is not limited to:

##### **Notification**

The on-duty supervisor shall immediately notify the Chief of Police and command staff personnel. Notification to the next of kin shall always be made in person and in a timely, personal manner. Notification shall not be made on the doorstep. The person(s) chosen to make the notification shall be documented on the officer's personal data sheet. The Chief of Police may accompany the person(s), Peer Support Team, and clergy to assist with the notification. The Chief of Police shall also ensure the Mayor is notified immediately.

The name of the officer will not be released to the media or other parties before immediate survivors or next of kin are notified. Communication of information concerning the officer and the incident shall, whenever possible, be restricted to the telephone to avoid interception by the media or others. Should the media obtain the officer's name prematurely, a ranking officer shall request that the information be withheld until proper notification of survivors can be made.

If the health of the survivor is of concern, EMS personnel will be requested to be available. The notification team shall stay with the next of kin until such time as they are relieved by other family, friends, or other officers. The team shall also provide transportation if and when needed.

If the survivors are out of town, the team shall respond to that location and notify the local agency. If the officer has sustained serious injury and time is of the essence, the assistance of out of town law enforcement agencies may be requested to transport the family to the hospital.

##### **Hospital**

Whenever possible the Chief of Police and/or a member of the command staff shall join the family at the hospital in order to emphasize the agency's presence and support. The Chief of Police shall designate a liaison officer that shall be responsible for coordinating the arrival of immediate family, department personnel, the media, and others and assume the following responsibilities:

- Arrange for waiting facilities for family and survivors
- Arrange for a separate staging area for the media
- Ensure medical personnel provide pertinent information of the condition to the family before others
- Assist family members in gaining access to the injured officer, unless injuries preclude this from being done
- Arrange transportation for the family upon departure from the hospital, if needed.

##### **Funeral Services**

The Chief of Police will designate a liaison officer(s) to meet with the family at the residence to determine their wishes regarding departmental participation or assistance in preparation of the funeral or memorial services. The officer(s) responsibilities will include:

- Assist with funeral arrangements and obituaries, if the family desires.
- Provide the family and help coordinate with churches and reception halls that will accommodate the law enforcement funeral and allow the family to make the final decisions. (See Funeral Logistics Checklist, form #NPD016, for guidance).
- Brief the family on the procedures involved in a law enforcement funeral. Direct the funeral activities of the department and visiting agencies according to the decisions of the family.
- Coordinate all official law enforcement notifications and make arrangements to include pallbearers, traffic control (request outside agencies for assistance, if necessary).
- Secure U.S. flag for members who are armed forces veterans.
- If the family desires burial in uniform, obtain uniform and medals, if any, arrange for delivery to funeral home.
- Locate an appropriate department photograph of the officer for use by the media and/or funeral home.
- Ensuring arrangements are made regarding food for the family, lodging, or other necessities.
- Arrange for the delivery of the officer's personal belongings to the family.
- Coordinate any media coverage for funeral events and ensure any restrictions regarding the release of information are adhered to.
- Assign officer(s) to remain at family home during the wake and funeral or coordinate with the local jurisdiction to cover during the services.
- Notify the honor guard regarding their participation in the services based on the family decision.

### **Legal Matters and Benefits**

The Chief of Police will designate an officer(s) to meet with the family at the residence to assist with survivor benefits. This officer shall be familiar with the resources available to survivors, the completion of appropriate documentation, and ensure all benefits that are available are applied for. If the family desires, the officer(s) responsibilities will include:

- Counseling the family regarding finances and other possible problems.
- Supporting the family during criminal proceedings, if any.
- Accompanying the family to criminal proceedings, explain the procedures.
- Referring the officer and/or family to the Employee Assistance Program or outside counseling services.
- Contact CPCA Survivor Benefits Committee for assistance obtaining any additional benefits.

### **Family Support**

- Assigning a human relations officer to the injured officer and/or family.
- Maintain routine long term contact with the family to provide emotional support.
- Relaying the needs and concerns of the family to individuals and department members that may provide assistance.
- Encourage others to visit and help as necessary.

An Officer Personal Data Sheet, NPD Form 014, will be completed/updated during the annual performance evaluation interview.

#### **9.4.8 24 Hour Single Point of Contact**

The Norwalk Department of Police Service maintains a front desk position which is staffed 24 hours a day, 365 days per year. This position serves as the single point of contact for police services, referrals or information.

Officers staffing this position shall arrange for police service, answer questions, or make referrals to other social agencies as appropriate, dependent upon the nature of the need identified. If no particular need can be identified, callers will be referred to INFOLINE (211 statewide).

Whenever Communication personnel receive requests from victim/witnesses for information and/or services, including initial or subsequent requests, they shall refer the victim/witness to the front desk officer for assistance.

#### **9.4.9 Informing Victim/Witness of the Agency's Response**

Communication's Center personnel and all personnel receiving calls for complainants, victims or witnesses, shall inform callers of the agency response to be expected. Examples include:

- Dispatching a police officer to the scene
- Directing the caller to another police agency
- Directing the caller to another unit/division within the agency
- Directing the caller to an outside agency within or outside the city
- Directing the caller to a social service agency

#### **9.4.10 Peer Support Team**

It is the goal of The Norwalk Department of Police Service to provide all employees within the agency the opportunity to receive emotional and tangible peer support through times of personal or professional crisis and to help anticipate and address potential difficulties.

Trained personnel shall respond to any critical incident to provide support and intervention services to Department personnel and their immediate families. Peer Support's primary function is to augment EAP and counseling services, not replace them. Services include but are not limited to:

- One-on-one peer counseling
- A variety of logistic services during funerals or serious injury
- Support to personnel experiencing personal and work related stress
- Support during and following a traumatic incident resulting from performance of duty
- Substance abuse and information on EAP services

#### **Confidentiality**

Confidentiality is a valued principle in the provision of peer support activities and is recognized as an imperative practice necessary to assure the success of the program. Without an assurance of confidentiality, personnel will not utilize the program. Exceptions to confidentiality are strictly limited to legally-mandated reporting and disclosure to manage imminent risk.

Peer Support Team members shall not be asked to give, nor shall they release, identifying or confidential information about personnel they support. Peer Support Team members shall not:

1. discuss private conversations or confidential information with anyone including peer contacts, other than the team commander
2. take, maintain, or record any notes or conversations
3. be ordered to disclose any information gained in his/her role as a team member during an Internal Affairs investigation, subject to the exceptions outlined below:
  - a. child/elder abuse is suspected, alleged, or apparent
  - b. indications of domestic violence
  - c. disclosure of a serious crime

- d. mandated reporter situations
- e. circumstances indicate those being assisted are a danger or threat to themselves or others.

## **Breach of Confidentiality**

### Non-emergency situations

When a Peer Support Team member believes a confidentiality exception is present, the team member will, as soon as possible, contact the team commander and discuss the general circumstances without utilizing the name of the affected employee. If, in the judgment of the team commander, immediate attention is required, the team member will disclose relevant information about the situation.

### Emergency situation

When a Peer Support Team member becomes aware of a critical issue involving imminent risk of physical harm to the employee or others, the team member will make appropriate notifications starting with the team commanding officer. The team member must recognize that in any situation described in the confidentiality section, bullet number 3 (exceptions), above confidentiality will not be required of the peer contact.

### Team member

A Peer Support Team member suspected of violating confidentiality will be given notice and an opportunity to address the allegations in a hearing before a committee comprised of the Deputy Chief of Administration, commanding officer of the Peer Support Team, and union representative. If the hearing results in a finding that confidentiality has been inappropriately breached by the team member, that member will be permanently removed from the Peer Support Team by the committee.

## **Selection**

Peer Support Team members serve on a fully voluntary basis and will not be compensated for off-duty work unless directed to duty by a supervisor. All sworn officers will be eligible for assignment to the Peer Support Team based upon the following criteria:

1. the assignment is voluntary
2. at least 18 months of law enforcement experience in a field assignment
3. ability to function as a member of the team

All appointments to the Peer Support Team shall be at the sole discretion of the Chief of Police. Members wishing to be considered for appointment to the Peer Support Team shall submit a written request to the Chief of Police.

In selecting members of the Peer Support Team, the Chief of Police shall:

- conduct an oral interview with the applicant
- review the applicant's personnel file
- assess past performance and suitability for the Peer Support Team

Once appointed, the candidate must complete a one-year probationary period during which the candidate must:

1. successfully complete all Peer Support schools assigned to attend
2. be recommended for permanent status by the commanding officer of the Peer Support Team

## **Discipline**

The Peer Support program is not a form or an alternative to discipline. The Peer Support Team does not intervene in the disciplinary process. The Peer Support program will not be utilized the Department as a method to deter misconduct, encourage compliance with department rules, or to impose discipline.

A Peer Support Team member may provide support for the employee under investigation or during a disciplinary process but should refrain from discussing the incident itself.

If at anytime during the course of an IA investigation, an issue concerning the "scope" of the IA inquiry, with respect to communications that a peer contact engaged in as a peer contact arises, the Deputy Chief of Administration will meet and confer with the Peer Support commanding officer and the employee's union representative to resolve the issue(s).

## **Administration**

The commanding officer of the Peer Support Team shall be responsible for all members training requirements, contact list information, contact list distribution, and yearly statistical reporting.

A list of all active Peer Support Team members and their contact information shall be available in each Unit of this Department. The list will be maintained and updated on an as needed basis.

### **9.4.11 Military Deployment Support**

The Norwalk Department of Police Service recognizes the need to support members who are deployed for military service, exceeding 181 days, along with their families. The Chief of Police, or his designee, will designate an employee of the Department as the Military Support Liaison. The purpose is to support members who are deployed for military service along with their families and to establish a seamless transition from and reintegration into the department.

#### **Notification of Pending Deployment**

The Military Support Liaison duties will include, but not be limited to:

- Ensure that contact is made with the Personnel Department to set up all necessary appointment(s) for the deployed employee to discuss benefits and leave rights.
- Provide employee with contact numbers for the Employee Assistance Program, Peer Counselors, and the Military Support Liaison.

The employee will have an exit interview with the Chief of Police or his designee prior to deployment.

Lethal and less lethal weapons will be turned in to the Training and Recruitment Unit. If the employee has an assigned vehicle, it will be turned in to the commanding officer of the Headquarters Unit.

#### **During Deployment**

While the employee is on deployment, it should be the Department's goal to maintain contact with the deployed employee and his/her family to offer assistance and support as needed.

Contact with the employee may be maintained via email or electronically, packages sent, and traditional correspondence. Communication shall include agency news, significant events, and promotion opportunities.



### Return from Deployment

The goal is to be supportive of the returning employee and assist in their transition back to work. The pace of the re-entry will be determined by the Training and Recruitment Unit and will be guided by the following:

- The Liaison Officer will be responsible for contacting the Personnel Department and the employee's supervisor, notifying them of their return.
- The employee will have an interview with the Chief of Police or his designee.
- The employee will meet with the Training and Recruitment Unit to obtain all necessary equipment, confirm all POST certificate training requirements are up to date and review any changes to policies, procedures and protocols.



## **CHAPTER 10.0**

### **SPECIAL OPERATIONS**

#### **10.1 CRITICAL INCIDENTS**

##### **10.1.1 Definition**

###### **Critical Incidents**

A critical incident or situation generally results from disasters both natural or man-made and civil disturbances which require an emergency response to protect life or property.

Disasters include:

- floods
- earthquakes
- tornadoes
- snow emergencies
- hazardous material/chemical spills or incidents
- aircraft or train crashes
- explosions
- terrorist attacks or threats
- war-related disasters
- public health and medical emergencies to include pandemics
- active threats or shooter

Civil disturbances include:

- riots
- disorders
- violence arising from various gatherings, marches, conventions, concerts, or disputes
- unlawful protests and demonstrations

##### **10.1.2 Responsibility**

The Deputy Chief of Operations is responsible for the development of critical incident plans and overseeing all field operations for the Norwalk Department of Police Service during any critical incident. The Deputy Chief of Operations also serves as the Norwalk Department of Police Service, Liaison Officer, for the City of Norwalk Emergency Preparedness Planning. In the event that the Deputy Chief of Operations is not available, nor the Deputy Chief of Administration, the Chief of Police shall proceed as he deems necessary in the staffing of this position to ensure the effective continuity of plan operations during said critical incident.

The Training and Recruitment Division shall ensure that appropriate personnel receive documented training on the agencies all hazards and active threats or shooter plans on an annual basis, and on a biennial basis for tabletop and/or full-scale exercises.

The Training and Recruitment Division shall also ensure that all officers receive documented training on response to crowd control situations.

### **10.1.3 City of Norwalk Emergency Operations Plan**

The City of Norwalk, under the direction of the Director of Emergency Management, maintains and updates an Emergency Management Plan for the City of Norwalk.

The Emergency Operations Plan will be activated and/or terminated by the Chief Executive Officer of the City of Norwalk or his designee.

The purpose of the plan is to:

- provide for direction, control, and continuity of government functions and services in disaster situations
- provide for the integration of resources and capabilities of city government and the private sector for hazard mitigation, survival and recovery operations when any disaster threatens or occurs
- define the roles and responsibilities of local government, quasi-government organizations and private agencies for the preparation and conduct of emergency operations prior to, during or after a disaster, whether man-made, natural, technological, nuclear or other enemy attack
- provide a basis for the preparation of detailed emergency operations procedures and training by local government and support organizations assigned emergency responsibilities

#### **Authority**

The Mayor or the person legally administering this office is the Chief Executive Officer of the City. The Chief Executive Officer has the responsibility to carry out Emergency Management activities to protect life and property within the city prior to and during any emergency or disaster. The Chief Executive Officer has executive authority and direct control over all city departments, agencies and offices. This authority shall be limited only by the Governor of the State of Connecticut in state-declared emergencies or the President of the United States, in declared national emergencies.

#### **Police role in Emergency Operations Plan**

When the Emergency Operations Plan is activated, each city department has specific responsibilities related to their jurisdiction. The Norwalk Department of Police Service responsibilities, under the command of the Chief of Police include command, logistics, financial/administration, planning, and operation functions to assist in the joint effort of the continuity of governmental operations. Depending on the complexity of the incident, these functions may be delegated to other members of the emergency management team in an effort to assure that the continued capabilities exist to provide essential agency functions and services to the public.

### **10.1.4 Legal Consideration**

In addition to applicable statutes regarding rioting, criminal mischief, etc., legal situations to bear in mind during critical incidents include:

- Norwalk City Code Chapter 31 Civil Preparedness

The Mayor upon declaring a state of civil emergency may:

1. designate vehicles and persons permitted to move and routes to follow
2. take appropriate measures for protecting health and safety
3. order evacuation of all or part of the population

4. take such other steps as are reasonably necessary to protect the health, safety, and welfare of the people of the city and to minimize the effects of actual or imminent disasters due to hostile action or natural causes
  - Norwalk Code 88-1 "Public gatherings"
  - Norwalk Codes 111-13 and 99-3 related to "Snow emergencies" and "Snow emergency routes"
  - Connecticut General Statute 7-108 "City or borough liable for damage done by mobs"
  - Connecticut General Statute 7-313e "Authority of fire officer during emergency"

Other legal considerations include:

- Mutual Aid Compact
- rights of persons in affected areas
- rights of those persons arrested

Commanding officers should seek legal advice from the State's Attorney's Office or the Norwalk Corporation Counsel's Office on legal issues as they arise during a critical incident.

#### **10.1.5 Incident Command**

The Norwalk Department of Police Service shall utilize an 'all Hazards' approach in responding to natural or man-made emergencies, pandemics, civil disturbances, mass arrests, bomb threats, hostage/barricaded person situations, acts of terrorism, and other unusual incidents. Consistent with Homeland Security Presidential Directive 8, the Department subscribed to and accepted the NIMS protocols as of October 11, 2005. NIMS provides a consistent, flexible and adjustable national framework within which government and private entities at all levels can work together to manage domestic incidents, regardless of their cause, size, location or complexity. This flexibility applies across all phases of incident management, prevention, preparedness, response, recovery and mitigation of disruptions of operation.

As part of the National Incident Management System (NIMS), the Norwalk Department of Police Service will utilize and participate in the Incident Command System in responding to and managing these emergency events.

The City's Director of Emergency Management shall oversee and coordinate the NIMS and ICS protocols for all city employees. The Chief of Police or his designee shall be the department's liaison with other City, State and Federal agencies in establishing local protocols and training scenarios for the Incident Command System (ICS).

The Incident Command System may be employed at any emergency event at which a field patrol supervisor determines system activation would benefit the resolution of the incident or event. In general, when more than one emergency response agency (Police, Fire, and EMS) responds to an emergency event, the Incident Command System will be employed. At scene command protocols shall conform to Title 28, Chapter 517 of the Connecticut General Statutes. The ranking officer on the scene shall be in command of police responsibilities until relieved by someone of higher rank.

During an ICS activation, police personnel will be guided by the current City of Norwalk Emergency Operation Plan.

#### **10.1.6 Norwalk Department of Police Service Critical Incident Plan**

In the event of a critical incident in the City of Norwalk, the Chief Executive Officer shall be notified. If the Chief Executive Officer activates the Emergency Operations Plan, the coordination of resources, press releases, and operational plans, shall be conducted pursuant to the Emergency Operations Plan. The Emergency Operations Plan allows for additional resources and modified command operations pursuant to the Incident Command System and the National Incident Management System. Copies of the Emergency Operations Plan are on file in the Professional Standards Division Office and the offices of the Chief, Deputy Chiefs, and all platoon offices.

If the situation is not of the severity that the Emergency Operations Plan is not activated, the Norwalk Department of Police Service shall conduct operations pursuant to the following directives.

##### **Command**

Command encompasses the incident command and command staff. Positions may be established to assign/delegate responsibility for command activities and to facilitate decision-making, that the incident commander cannot perform due to the complexity of the incident or other situational demands. Activities include, but not limited to:

- Activating the incident command system
- Establishing a command post
- Initiating the notification and mobilization of additional agency personnel
- Obtaining support from other agencies, mutual aid
- Establishing a staging area, if necessary
- Providing public information and maintaining media relations
- Maintaining the safety of all affected personnel
- Preparing a documented after-action report

##### **Operations**

Operations are responsible for the managing on-scene tactical operations directly related to the incident objectives to include but not limited to:

- Establishing perimeters and scene security
- Conducting evacuations
- Maintaining command post
- Protecting essential facilities, equipment, and assets
- Providing transportation for detainees along with processing and confinement
- Directing and controlling traffic
- Conducting post-incident investigation

##### **Finance/Administration**

Finance/administration is responsible for all financial and cost analysis aspects of the incident to include, but not limited to:

- Recording of personnel time
- Procuring additional resources
- Recording expenses
- Documenting injuries and liability issues

## **Logistics**

Logistics provides all service and support needs for the incident to include, but not limited to:

- Communications
- Transportation
- Medical support
- Supplies
- Specialized teams and equipment

## **Planning**

Planning is responsible for collecting, evaluating, and disseminating information about the incident, status of resources, anticipated manpower/equipment needs to include, but not limited to:

- Preparing a documented incident action plan
- Gathering and disseminating information and intelligence
- Planning post-incident demobilization

## **Checklist**

Upon notification of a critical incident, the first responding officer at the scene shall:

- determine the nature and extent of the situation
- notify field supervisor
- evacuate persons or property as necessary

The supervisor shall ensure that the following are accomplished, as necessary.

- establish a perimeter
- establish traffic control
- provide for crowd control
- notify Commanding Officer
- prepare and document an incident action plan

If during a civil disturbance, a field supervisor determines that other emergency services (such as the Fire Department or EMS) may be called or independently dispatched into the affected area would be in danger, they shall be so notified.

## **Communications**

Radio communications for the Norwalk Department of Police Service will be conducted from Norwalk Police Headquarters, and the office of Combined Dispatch and Emergency Preparedness Planning, depending upon the nature and severity of the incident. Should this location become disabled, communications will be performed from a field command post pursuant to Directive 12.0, Communications.

Information which may breach security or public safety planning should be carefully monitored, as radio broadcasts may be monitored by unauthorized parties using scanners.

## **Field Command Posts**

Depending upon the nature and severity of the emergency, a field command post may be required. Locations for the command post will depend upon the site and nature of the emergency. Various existing governmental buildings or facilities may be well suited for use as a field command post. The Mobile Police Precinct may be used as or in conjunction with, a field command post, consistent with applicable directives. Requirements of a field command post include:

- restrooms
- telephones
- electricity
- kitchen facilities (limited)
- office space
- secured or guarded parking
- multi-purpose area

The operation and command of the field command post will be included in the chain of command at the incident scene, beginning with the platoon supervisor on the scene who will identify potential locations for the field command post, maintain the command post, and provide scene security. Gathering, verifying, and disseminating of incident information and intelligence should be coordinated through the command post prior to its release.

The actual site of the field command post may change as necessary. The financial/administration function may also be established within the command post depending on the nature and severity of the incident.

## **Medical Support**

Medical support and casualty information must be centralized and for that reason the field command post is the obvious location to coordinate medical support in cooperation with the Norwalk Fire Department, Office of the Chief Medical Examiner, and the Norwalk Hospital.

Injured and deceased victims names, locations, extent of injuries, and whether or not next of kin has been notified, shall be documented at the command post.

A coordinated effort is required between responding agencies in order to assure expedient information processing and to avoid duplication of effort.

## **Staging Area**

This area should be located between the inner and outer perimeter to insure that traffic and crowds do not interfere with the movement of resources to the scene and large enough for resources to be located in and transferred out as needed.

## **Court and Prosecutorial Liaison**

Legal considerations and future prosecutions are very important during certain critical incidents. If the critical incident is of such a nature that arrests are likely, the commanding officer or officer in charge, shall immediately notify the State's Attorney's Office that critical incident procedures have been implemented and that someone designated should make contact with the field command post. Liaison with the courts shall be coordinated by the State's Attorney's Office.



## **Public Information and Media Relations**

All media briefings and press releases shall be conducted pursuant to Directive 9.2, Public Information. Factual information to control rumors shall be issued as often as possible. If the Emergency Operations Plan is activated, all public information releases will be coordinated through the City and police Public Information Officer(s). Information should be forwarded to the media liaison on an ongoing basis.

## **General Liaison with Other Agencies**

The Chief of Police or Deputy Chief of Operations will be the general liaison between the Norwalk Department of Police Service and other agencies. The commanding officer or officer in charge at the incident scene shall be the liaison on an incident specific basis at the command post, if necessary.

## **Monitoring of Activities**

Upon authorization of the commanding officer of the Detective Division or commanding officer of the Special Services Division, a member of the Norwalk Department of Police Service may be assigned specifically to monitor activities occurring during the critical incident. This monitoring may be through video or still photography, or through other means as necessary.

The purpose of this monitoring is to preserve a record of activities occurring for use at a later time. Examples of possible uses include:

- intelligence
- evidence related to arrest/prosecution
- civil action

## **Law Enforcement Support**

Should the situation dictate, the incident commander shall initiate the notification and mobilization of additional officers, specialized teams/equipment, supplies, or mutual aid; pursuant to Directive 1.3.3, Requests for Mutual Aid, in order to maintain the safety of all affected personnel, and to minimize damage and losses.

## **Military Support**

Military aid in the form of the Connecticut National Guard must be sought through the Governor of the State of Connecticut, pursuant to Directive 1.3.5, Requests for National Guard Assistance.

## **Traffic control**

Traffic control will be coordinated to re-route traffic around the emergency area. Only those individuals who have a valid interest in the emergency area will be permitted into the area. Access to the emergency area must be maintained so that emergency personnel, e.g., police, fire, EMS, and medical personnel have accessibility into and out of the area.

## **Equipment requirements**

Resources are available from a variety of sources to assist in responding to and cleaning up after a disaster. Initial requests for equipment not available through normal sources should be directed to the logistics officer. Other sources which can be contacted include:

- Norwalk Fire Department
- Norwalk Department of Public Works
- Norwalk Department of Recreation and Parks
- Norwalk Hospital
- National Guard

In addition, it may become necessary to contract private sources to provide equipment and/or personnel. Authorization for funding shall be pursuant to Directive 2.10.

Riot helmets, soft body armor, special weapons etc. may be utilized, however, the commanding officer or officer in charge of the operation, shall determine the specific equipment to be utilized.

## **Post-Incident Demobilization Procedures**

The nature of the emergency will determine the length of certain restrictions. Civilian access may be required into the area on a limited basis. The commanding officer of the operation shall determine the duration of restrictions and shall, as soon as possible, begin returning the Norwalk Department of Police Service to normal operation to achieve a timely and orderly recovery from the incident, as well as a resumption of full services to the community. Some demobilization procedures may be started while the emergency is still in effect, including returning some units to normal operation and responding to other calls for service, etc. The return of an emergency scene to normal may be handled in a progressive fashion using the media to make announcements of the changing conditions and special requests from those in command of the operation. Borrowed equipment should be returned and other equipment should be inventoried and replenished as needed.

## **Post-Occurrence Duties**

Various duties must be handled at the completion of an emergency situation. Examples of these duties include:

- accounting of all personnel involved
- accounting of all equipment utilized
- re-supply of expended materials
- repair of damaged materials
- replacement of lost or missing equipment
- completion of necessary reports
- resumption of patrols in all areas
- drafting of appropriate correspondence to assisting agencies and others
- critique of overall handling of emergency/incident situation

## **After-Action Reports**

Necessary reports are to be completed throughout the emergency, if practicable.

A synopsis of the critical incident shall be completed by the commanding officer or officer in charge of the incident and by others as directed by the Chief of Police and forwarded to the Chief of Police and Deputy Chief of Operations for review.

### **Post-incident Investigation**

A post-incident investigation will be conducted by the commanding officer or officer in charge of the incident and by others as directed by the Chief of Police. Investigative reports will be forwarded to the Chief of Police and Deputy Chief of Operations for review.

### **Transportation**

The scale and type of emergency may necessitate the conveyance of individuals in varying numbers. Coordination shall be made with other city agencies as well as the Emergency Operations Center for the City of Norwalk should buses or similar equipment be required.

Smaller conveyances of emergency personnel can be complemented by using available Norwalk Department of Police Service vehicles such as the prisoner transport van, etc.

### **Arrestee Transportation, Processing and Confinement Procedures**

Specific mass arrest provisions are found in Directive 10.1.8. Arrests and confinements shall be in accordance with normal departmental guidelines found in Directive 11.3, Holding Facility.

## **10.1.7 Civil Disturbances**

A civil disturbance for the purpose of the Norwalk Department of Police Service is defined as the disruption of the daily routine of law-abiding citizens by an organized group, hostile crowd or violent assembly.

In addition, officers should bear in mind that lawful and non-violent demonstrations or protests may sometimes lead to unlawful disturbances, and therefore this should be considered in planning for events where crowds are expected.

In the event of a large-scale civil disturbance occurring in the City of Norwalk, the Chief Executive Officer shall be notified. If the Chief Executive Officer activates the Emergency Operations Plan, the coordination of resources, press releases, operational plans, shall be conducted pursuant to the Emergency Operations Plan, from the Emergency Operations Center. Copies of the Emergency Operations Plan are on file in the Professional Standards Division Office, the offices of the Chief, Deputy Chiefs and in each platoon office.

If the situation is not severe and the Emergency Operations Plan is not activated, the Norwalk Department of Police Service shall conduct operations pursuant to this directive. The following are guidelines for the Norwalk Department of Police Service in responding to unusual occurrences, involving civil disturbances, when the situation is of such a nature that the Emergency Operations Plan is not in effect.

### **Police response specific to civil disturbances**

The guidelines for unusual occurrences listed in Directive 10.1.4 Norwalk Department of Police Service Unusual Occurrence Plan shall be utilized for civil disturbances as well. The following is information specific to the police response to civil disturbances.

The Norwalk Department of Police Service shall endeavor to protect life and property, and to protect and preserve the rights of those legally involved in a peaceful protest. The protection of life and property shall be of the utmost importance. Enforcement action taken against those violating laws shall be undertaken when it is reasonable and prudent to do so.

The decision on taking action should be made by the commanding officer or officer in charge of the operation, considering the following:

- Will enforcement action increase the likelihood of further disorder?
- Will not taking enforcement, in itself, increase the likelihood of further disorder?
- What are the available resources?
- Can the resources available, control further disorder, should enforcement action be taken?
- Should enforcement action be taken at a later time (warrant) thereby avoiding confrontation?

### **Personnel Identification**

The Norwalk Department of Police Services makes use of an identification system for its officers during times of civil disturbances, riots, or other incidents of elevated danger. When officers are required to wear riot gear, raid gear, active shooter kits, or any other protective/tactical gear, they shall display either the officer's name, identification number, or equipment identification number. All identification numbers shall be recorded with Communications at the beginning of shift or immediately prior to deployment.

#### **10.1.8 Mass Arrest Provisions**

Although alternatives to mass arrest should be sought, it may become necessary to arrest violators in numbers to quell a potential situation from escalating further. If it becomes necessary to make mass arrests, a mass arrest team should be utilized.

All arrests and prisoner detention and transportation should be governed by Directives 11.2 and 11.3, Prisoner Detention and Holding Facility.

#### **Mass arrest team**

In situations where numerous arrests are expected, the utilization of a mass arrest team may alleviate typical problems associated with mass arrest situations.

The mass arrest team consists of three officers. One serves as the arresting officer, (fills out the field Uniform arrest report (UAR) report and is photographed [Polaroid or digital] with the suspect), while the other two serve as transportation officers, transporting the suspect to a waiting prisoner van or temporary holding area. The suspect's name and address, date/time and charges should be noted on the back of the Polaroid photo to help in identification of both suspect and arresting officer. If a digital camera is used, a photo log will be kept, identifying the name of suspect, suspect's address, date/time of arrest and charges for each photo.

Officers should not arrest more suspects than they can identify later in court. It is advisable to limit the number of arrests to ten per officer. When an officer reaches, his/her limit, they then become a transporting officer replacing one of the officers, who then becomes the arresting officer, until their limit is reached.

Utilizing this procedure, a team may arrest up to 30 persons before further arrangements must be made. One team should be sufficient for most situations however, if the incident area is so large, or

the number of arrests expected exceed 20 - 30 persons, several arrest teams may be designated at the discretion of the commanding officer or officer in charge of the operation.

Officers may utilize disposable "flex cuffs" in order to eliminate the need for handcuffs.

The field UAR may be a special form, designed and approved for this purpose, or simply photocopies of the UAR report.

### **Special provisions**

In addition to the normal procedures in use by the Norwalk Department of Police Service, it may be necessary, due to the large numbers of arrested persons to seek alternative actions. Guidelines include:

Arrested parties will be removed from the immediate area as soon as possible and brought to headquarters or to the command post or other area designated as the temporary holding area.

Misdemeanor arrests may be simplified by issuing a summons to the suspects once they are positively identified, and some assurances can be made that they will not return to the incident scene or become a further hindrance to the operation.

Felony arrests shall be photographed and fingerprinted if at all possible pursuant to Norwalk Department of Police Service directives. Once the suspects are processed and some assurances can be made that the suspects will not return to the incident scene or become a further hindrance to the operation, bonds ranging from a PTA to low cash bonds, may be set to alleviate filling holding facilities unnecessarily.

Persons who are held will be brought to the Norwalk Department of Police Service headquarters holding facility for detention pursuant to directive. Contact shall be made with area departments to transfer prisoners in the event that the Norwalk Department of Police Service holding facility becomes filled.

In the event that Norwalk Department of Police Service vehicles are not sufficient to transport prisoners, the Judicial Marshall's vehicles may be utilized. Contact shall be made pursuant to Directive 1.3.6 regarding mutual aid.

Commanding officers may seek the assistance of the State's Attorney's Office and the court, for direction and coordination of arraignments in mass arrest situations.

The sally port may also be used for large number of detainees.

### **Evidence collection**

The commanding officer or officer in charge may direct that the Identification Unit be called to handle evidence collection or assist in prisoner processing duties.

### **Security**

If it becomes necessary the commanding officer or officer in charge shall assign specific officer(s) as security for the command post, detention area, or any other area they deem necessary.

## **Food, water and sanitation**

Although prisoners will be held at the command center for only a brief time, arrangements should be made whenever possible to provide for bathroom facilities. This can be accomplished by various means including:

- portable toilets
- building used as command post
- mobile precinct

Bottled water and foodstuffs can be brought to the site(s) by designated personnel.

## **Medical treatment**

Medical treatment shall be provided to all persons in need of medical attention. The Norwalk Hospital shall be contacted and a request made to have an ambulance(s) standby the area to provide same. Injured parties may also be brought directly to Norwalk Hospital if the situation so dictates.

## **Defense counsel visits**

Persons in custody will be afforded all rights pursuant to law, including defense counsel visits. Normally, this will be accomplished in the traditional manner utilizing facilities at headquarters. In the event that the situation dictates otherwise, the commanding officer or officer in charge shall make other arrangements as necessary.

### **10.1.9 Notify Norwalk**

Notify Norwalk is an Emergency Communications Network which enables city officials to notify residents and businesses of an emergency situation. The system has also been configured with emergency call lists specific to the police and fire departments, so that dispatchers can notify the selected group by recording a voice message that is then delivered to the selected group. Some of the groups the system can be used to notify are listed below:

- 1) Office of Emergency management team (OEM)
- 2) Police Emergency Services personnel
- 3) Police scuba team
- 4) Police hostage negotiator team
- 5) All police officers
- 6) All police department personnel
- 7) Fire Hazmat team
- 8) Fire Dive team
- 9) Citywide residents and businesses
- 10) Neighborhood specific residents and businesses

In an emergency, the Chief of Police or the Chief of Fire must give the authorization to send a citywide or neighborhood specific message. When time allows, the decision will be made after collaboration of the Office of Emergency Management.

Notifications to the OEM personnel should be made immediately when any situation has the potential of exhausting resources/manpower or impacting the Community. The OEM should be notified of the following incidents:

- 1) Chemical/Hazardous materials release and/or potential release where the Regional Hazardous Materials Team is notified.
- 2) Utility problems: All reports, faxes, notices or call received explaining a utility warning, failure, or outage that impacts more than 1,000 residents.
- 3) Any and ALL incidents, situations, or events that has the potential to require evacuations, sheltering, containment, immediate public alert/warning or additional community resources, such as but not limited to:
  - Fires with fatalities
  - Transportation accidents
  - High rise/multifamily emergencies
  - Bomb threats
  - Flooding
  - Missing persons/amber alerts
  - School emergencies
  - Health emergencies
  - Emergencies involving special needs populations
  - Active threats or shooter

The following information should be included in all notifications to the OEM:

- Date and time
- Type of incident
- Address of incident
- Number of people impacted (if known)

#### **10.1.10 Active Threats**

##### **Definitions**

Active Threat: An event in which one or more subjects participate in a random or systematic shooting incident, demonstrating their intent to continuously harm others, posing an imminent threat of death or serious physical injury. The overriding objective of an active killer appears to be that of mass murder, rather than other criminal conduct such as robbery, hostage taking, etc. It also includes anyone who uses any deadly weapon to systematically or randomly inflict death or serious bodily injury on others over a continuous or extended period of time.

Rapid Intervention: Immediate response by one or more officers to an active threats based on a reasonable belief that failure to take action pending the arrival of additional officers would result in death or serious bodily injury.

Contact Team: The first officer(s) at the scene of an active threat are tasked with locating the suspect(s) and neutralizing the threat. The team should consist of four officers, but can be as few as one.

Rescue and Recovery Team: An organized team of officers who make entry after the contact team to provide first aid and evacuate persons from a hostile environment. They shall be prepared and equipped to serve as the contact team if necessary. Medical personnel may be permitted to accompany or respond to rescue team members if wounded persons are incapable of being moved.

## Policy

Situations involving active threats can occur in any environment. This may include, but are not limited to, such settings as educational facilities, malls, businesses, special events, general workplaces, and can include physical or virtual threats. It is the policy of this department in situations where ongoing deadly force is reasonably likely to be employed by a suspect—and delay in taking police action could result in injury or death—that rapid intervention of officers at the scene is authorized when such actions are deemed reasonable to prevent further injuries or loss of life.

1. Officers' response to active threats includes a situational assessment, communicating the assessment with dispatch, and making a determination for rapid intervention. The goal is lawfully stopping the suspect's actions by arrest, containment, or the use of deadly force.
2. Situational assessment – based on available information, officers may verify that an active threat situation exists through information provided by dispatch, persons within or exiting the target location, witnesses, reports or sounds of gunfire, or other related means.
3. Communicating the assessment – As soon as practical, officers shall notify dispatch that an active threats situation exists and provide as much detail as possible for dispatch and other responding officers.
4. Rapid intervention – Officers shall determine whether rapid intervention is justified and reasonable. If the situation requires rapid intervention, officers will make a judgment based on their training, experience, and the facts and circumstances known at the time to determine the type of response.
5. Individual Officer Intervention – The vast majority of active threats incidents involve one suspect, a factor that makes individual officer intervention a potentially viable option for saving lives, even if additional resources are not readily available. Whether on or off duty, in uniform or civilian clothes, officers may determine that immediate tactical intervention is necessary and reasonable to stop the threat. That decision should be based on the officer's capability to effectively intervene, based on such factors as:
  - The officer is armed and in possession of appropriate equipment;
  - It is reasonable to believe that persons will be killed or injured if immediate response to the threat is not taken;
  - The size, configuration, and related physical aspects of the incident site allow for movement, stealth, cover, and related tactical needs;
  - The suspect is accessible; and
  - The incident site offers opportunities for cover and concealment to assist tactical options, adequate routes for evacuation, or secure locations in which to hide.
6. If officers encounter a suspected explosive, they must use their own judgment and consider bypassing the device in order to neutralize the threat of an active shooter.
7. Officers should not stop to render aid or assistance to victims but may, where reasonably possible, inform them that rescue teams are forthcoming.
8. Rescue and Recovery teams – Once the contact team is deployed, and as additional officers and resources arrive at the incident scene, rescue teams should be formed to provide first aid and to help evacuate victims.
9. The community will be notified as soon as possible by using the Notify Norwalk emergency system of any situations involving an active threat who is not contained. The incident



commander, Chief of Police, or his designee will determine if a message will be sent and its content.

10. Should the situation dictate, the incident commander shall initiate the notification and mobilization of additional officers, the Emergency Services Unit, supplies, or mutual aid, pursuant to Directive 1.3.3, Requests for Mutual Aid, in order to maintain the safety of all affected personnel.
11. Static or barricaded threats – Refer to Directive 10.2.3 “Hostage/Barricaded Subjects”. Rapid intervention is not a substitute for conventional response to barricaded subjects. Should the situation turn into a Hostage/Barricade incident, the contact team should utilize the following principles to aid in a smooth transition to a tactical unit response (5C’s):
  - Contain the situation
  - Control the immediate scene
  - Communicate with IC and others on scene, including the suspect, if necessary
  - Call for the Emergency Services Unit
  - Create an immediate action plan should the situation rapidly change

The Chief of Police or his designee shall conduct a documented annual review of this policy and training needs.



## CHAPTER 10.0

### SPECIAL OPERATIONS

#### 10.2 EXCEPTIONAL EVENTS

##### 10.2.1 Definitions

The Norwalk Department of Police Service has response plans for various emergencies. For Department purposes, exceptional events are those events which are unique in nature and outside the normal scope of routine operations, and do not include natural or man made disasters; civil defense operations or civil disturbances. Exceptional events shall include:

- bomb complaints
- hostage/barricaded subjects
- special events
- VIP protection
- search and rescue operations
- Heightened Alert Status

##### 10.2.2 Bomb Complaints

In the event a situation exists which calls for a bomb disposal unit, the Norwalk Department of Police Service shall utilize the services of the Connecticut State Police Bomb Disposal Unit or the Stamford Police Department Bomb Squad.

##### **Bomb threats**

##### Communications responsibilities:

The call taker will obtain or attempt to obtain the following information from the caller.

- exact time of call
- exact words of caller
- time bomb is to explode
- location of bomb
- description of bomb/type of container
- type and size of bomb
- detonating device
- who placed bomb
- reason for bomb placement
- where caller is calling from
- name and address of caller
- background noises

If the call is received from the intended victim, gather as much information as possible, including a description of the target area.

Communications personnel shall:

- dispatch patrol officer(s)
- notify fire department

- notify supervisor
- broadcast complaint and location to all units and advise units to avoid radio usage within 500 feet of the incident scene.

#### On scene response

- Officers shall communicate by "landline" telephone and avoid two-way radio or mobile phone usage.
- Officers shall accompany management or occupants of building and conduct a systematic and thorough search of premises noting any unusual or suspicious packages.
- Search both interior and exterior areas of the building, assigning specific areas for specific search teams. Areas searched should overlap for better coverage.
- Evacuation of the premises is at the discretion of management of the building or homeowner/occupant. In the case of a school, the principal shall be responsible for the decision.
- Do not move or disturb any suspicious packages.
- Suspicious packages should be brought to the attention of management of the building.
- If object can not be identified, the object will be treated as an undetonated explosive device and not disturbed.
- Supervisor shall be notified.
- Supervisor will make determination on contacting bomb disposal unit for assistance.
- Supervisor will assure the scene is secured and perimeter established.

**Caution: radio transmissions and cell phones usage may cause detonation of explosive devices. Use of a landline telephone is recommended**

#### Command authority

The Norwalk Department of Police Service has primary responsibility for command and control of the incident scene including searching, evacuating, and/or securing the scene, as well as for any investigation resulting from the incident. The Norwalk Fire Department will respond and may assist the police and/or standby in case of an explosion.

#### **Explosion**

#### Communications responsibilities

The procedures for notification remain the same as in bomb threats, however, additional resources including ambulance notification may be required depending upon the circumstances.

#### Response:

The Fire Department is responsible for the overall scene in cases of an explosion. The Norwalk Department of Police Service may assist as necessary but shall:

- ensure that a perimeter is established
- coordinate with other agencies for preservation of evidence
- maintain responsibility for the investigation of the explosion

### **10.2.3 Hostage/Barricaded Subjects**

#### **Hostage Situation**

An incident whereupon information is received that a person or persons are holding other persons hostage against their will, at a specified location and the perpetrator(s) are armed with a weapon.

#### **Armed Barricaded Subject**

An incident whereupon information is received that a person has barricaded him/herself inside a specific location and is armed. Subject is considered dangerous and is wanted by authorities at this time. Suspect refuses to surrender.

#### **Commanding Officer responsibilities**

When information is received that a situation as described above is in progress, communications personnel shall notify a supervisor who shall respond to the scene to assess the situation. The findings will be reported to the commanding officer or officer in charge of the patrol division and a determination will be made as whether or not the Emergency Services Unit will be called to respond.

#### **On Scene supervision**

The commanding officer or officer in charge of the patrol division is in command of the situation until he/she is relieved of such responsibilities by the commanding officer or officer in charge of the Emergency Services Unit upon their arrival. The call-out procedures to be utilized are included in Directive 10.3, Emergency Services Unit. The specific tactics to be deployed by the Emergency Services Unit is included in the Emergency Services Unit manual.

#### **On Scene supervisor**

The on-scene supervisor must take whatever steps are necessary to safeguard the situation and keep it from escalating. The steps may include:

- Establish inner security perimeter to secure the immediate area around the incident.
- Establish an outer security perimeter to keep traffic and pedestrians out of the area.
- Establish a location for a command post for the Emergency Services Unit. This could be a house, office, building, or any area out of line of sight of the suspect's location.
- Have all police units on the scene switch to a designated alternate frequency.
- Allow the situation to stabilize if at all possible. Unless a life-threatening situation develops, the best course of action may be to allow the situation to slow down if at all possible.

#### **If the Emergency Services Unit is called**

- Assign all on duty Emergency Services Unit members to respond as directed by the commanding officer or officer in charge of the Emergency Services Unit.
- Upon arrival of the Emergency Services Unit, coordinate for the relief of patrol officers staffing the inner perimeter, and maintain the outer perimeter with patrol officers.
- The commanding officer of the Patrol Division shall notify the officer in charge of the Detective Division of the situation.

#### **10.2.4 VIP Security**

From time to time, the Norwalk Department of Police Service may be required to provide or assist in providing security for a "Very Important Person" (VIP). A VIP may be defined as a dignitary, famous personality, notorious person, or any other person in need of special security.

When the Chief of Police, or his designee, determines that special precautions or procedures should be utilized to provide security for a VIP visit, the following shall apply:

- The Chief of Police will designate a commanding officer for the operation. The commanding officer may be a supervisor of any rank, dependent upon the circumstances.
- Equipment for the operation will be determined dependent upon the nature of the assignment. However, if special equipment is necessary, the commanding officer or officer in charge of the Emergency Services Unit shall be contacted to either provide the equipment, and/or personnel for its use.

The commanding officer of the VIP operation will ensure the following:

- coordinate with other agencies (i.e. Secret Service, FBI, private security)
- plan the number of personnel, vehicles, and other considerations as necessary
- reconnoiter travel routes to plan for contingencies, with at least two alternate routes to allow for the safest and most expedient travel
- Conduct advance on-site inspections of the places to be visited
- conduct a final inspection of the immediate area the VIP is likely to occupy, just prior to his/her arrival
- coordinate intelligence gathering and dissemination
- coordinate identification procedures
- coordinate communications
- coordinate with ambulance personnel for emergency medical treatment
- conduct a briefing for all affected division/unit commanders, and representatives from all outside agencies involved
- assign a command post/communication post if necessary

#### **Intelligence gathering**

The commanding officer of the operation may designate specific personnel and/or coordinate with specific division(s) in assigning the gathering of intelligence related to the operation.

#### **Communications**

The Norwalk Department of Police Service will ensure that all agencies and personnel involved in the operation have the ability to communicate via two-way radio by either obtaining a radio from any other agency involved or assigning a Norwalk Department of Police Service radio for use by any other agencies involved. It may be necessary and prudent that if the Norwalk Department of Police Service radios are utilized, a specific secondary channel be assigned exclusive to the operation.

#### **Identification procedures**

Norwalk Department of Police Service personnel will be readily identifiable when in full uniform, however, when plain clothes personnel are utilized arrangements will be made for all plain clothes personnel to be readily identifiable by other officers/agents in the operation, by the use of lapel pins.

In general, the outside agency provides coded lapel pins for use by plain clothes officers, however, in the event that the other agency is not able to provide this, the Norwalk Department of Police Service will provide coded lapel pins to all authorized personnel. The type and style of pin will be approved by the commanding officer of the operation and the Chief of Police.

### **10.2.5 Special Events**

From time to time, the Norwalk Department of Police Service is required to provide security and traffic control for various special events, which occur in the city throughout the year. Such events include but are not limited to:

- parades
- festivals
- exhibits
- races

Depending upon the type, location, and size of the event, the Chief of Police will designate a commanding officer for the specific operation, with the rank dependent upon the responsibilities and makeup of the event. The commanding officer of the operation will be responsible for the following:

- ensure that event is properly staffed and assignments made
- coordinate with outside agencies (Fire, Ambulance, etc.)
- coordinate and arrange for command post if necessary
- coordinate traffic control
- coordinate equipment at event
- act as department contact for event
- prepare operations order
- prepare critique

#### **Operations order**

The commanding officer of the operation will prepare an operations order for the event, which will be reviewed by the Chief of Police or his designee prior to the event. The operation order shall include a written estimate of traffic, crowd control and crime problems expected. Once approved, the order will be issued to all subordinate supervisors assigned to the event, detailing the overall plan, goals, assignments and overall responsibilities. The Professional Standards Division will maintain a file on all annual events, to assist in pre-planning for coming years.

#### **Critique**

Within one month following the completion of the event, the commanding officer of the event will prepare a critique of the overall operation with recommended changes and additions. This critique will be forwarded to the Chief of Police, who after review, will forward a copy to the Professional Standards Division who will maintain a copy of the critique in the event file for future use.

### **10.2.6 Search and Rescue Operations**

The Norwalk Department of Police Service may from time to time be required to perform search and rescue operations.

#### **Land operations**

Search and rescue operations occurring on land will be directed by the commanding officer or officer in charge of the patrol division. Coordination will be maintained with fire, ambulance, and

other personnel involved in the operation. The Mobile Police Precinct may be utilized, upon approval of the Chief of Police, as a command post for the operation. In addition, Emergency Services Unit personnel may be called to duty to assist in the operation, depending upon the nature and equipment needed. Officers in charge of search and rescue operations may also solicit volunteers from organizations such as the Red Cross, local service clubs, or the general public.

#### Water operations

The commanding officer or officer in charge of the patrol division will direct search and rescue operations, unless and until the involvement of the Marine Unit becomes necessary. The commanding officer of the Marine Unit is responsible for coordinating search and rescue missions conducted in Long Island Sound, or inland waterways in the City of Norwalk. The commanding officer of the Marine Unit may call upon the services of the Coast Guard, Norwalk Coast Guard Auxiliary, Emergency Services Unit Scuba Team, or other public or private organizations to assist in the operation if needed. The commanding officer of the Scuba Team is responsible for the operation of the team. Coordination will be maintained with fire, ambulance and other personnel involved in the operation.

#### **10.2.7 Heightened State of Awareness**

The Norwalk Department of Police Service may from time to time be required to provide heightened security and/or high visibility. Although there may not be intelligence to suggest a tragic event in another area poses any increased threat to our local area, officers should be diligent to look for and remain alert for any suspicious or unusual circumstances.

When the Chief of Police or his designee, determines that a situation or significant event has occurred which dictates an increase in awareness, the Heightened State of Awareness will be activated and/or deactivated in accordance with following color-coded levels:

- Yellow state – a general alertness, with no specific focal point
- Orange state – a heightened alertness, with a specific focal point
- Red state – a realistic threat exists, officers act if the situation demands

Each officer's Heightened State of Awareness roles and responsibilities may differ by sector, assignment, and specialized training. Officers shall refer to the critical infrastructure list located on the MDT's and familiarize themselves with the susceptible locations.

Heightened State of Awareness tasks include but are not limited to:

- an increase of patrols, contacts with individuals, and visibility
- an increase in officers sense of caution and responsibility
- officers observe their environment, constantly evaluate it, and react appropriately to what is seen or unseen
- check areas and report anything suspicious or out of the norm
- anything or anyone in the immediate vicinity that is unusual or suspicious in character, out of place or out of context



## **CHAPTER 10.0**

### **SPECIAL OPERATIONS**

#### **10.3 EMERGENCY SERVICES UNIT**

##### **10.3.1 Emergency Services Unit (ESU)**

The Emergency Services Unit is an established, specialized unit of the Norwalk Department of Police Service. The Chief of Police shall:

- make assignments to the Emergency Services Unit
- determine the number of personnel assigned
- designate a supervisor as officer in charge

The Emergency Services Unit shall conduct special operations such as, but not limited to:

- negotiations with hostage takers and barricaded suspects
- tactical activities
- intelligence gathering
- search warrant entry team
- coverage of civil disturbances
- search and rescue activities
- VIP protection
- violent felon apprehension
- mass arrest situations such as unlawful assemblies or protests
- Scuba activities

Depending upon the circumstances, the Emergency Services Unit may be called out by the officer in charge of the patrol division or be included in operational plans for events or occurrences when there is advanced notice. A Threat Assessment Matrix form NPD 119 shall be completed pursuant to Chapter 10, Appendix B.

##### **10.3.2 Selection of Emergency Services Unit Personnel**

All sworn officers will be eligible for assignment to the Emergency Services Unit based upon the following criteria:

1. the assignment is voluntary
2. have a minimum three years (five years for CNT) of service with the Norwalk Police Department after the completion of the Field Training Program, or five years of commensurate experience & training in applicable fields from another law enforcement agency as deemed relevant by the Chief of Police.
3. ability to function as a member of the unit

All appointments to the Emergency Services Unit shall be at the sole discretion of the Chief of Police. Members wishing to be considered for appointment to the Emergency Services Unit shall submit a written request to the Chief of Police, with a copy to the officer in charge of the Emergency Services Unit.

In selecting members of the Emergency Services Unit, the Chief of Police shall direct the commanding officer of the Emergency Services Unit to:

- commence the application process as set forth in the Emergency Services Unit Personnel Selection Guide, which is included in this chapter as Appendix A.
- review the applicant's personnel file
- assess past performance and suitability for selection to the Emergency Services Unit

Once appointed, the candidate must complete a one-year probationary period during which the candidate must:

1. successfully complete all Emergency Services Unit schools assigned to attend
2. be recommended for permanent status by the officer's team leader and the commanding officer of the Emergency Services Unit

### **10.3.3 Emergency Services Unit Components**

The Emergency Services Unit is made up of five units:

- Tactical Unit
- Crisis Negotiation Unit
- Intelligence Unit
- SCUBA Unit
- Canine Unit

Each unit is led by a supervisor/team leader who reports to the commanding officer of the Emergency Services Unit, who shall report to the Deputy Chief of Operations.

#### **Tactical Team**

The Tactical Team is a unit of ESU officers whose primary responsibility is to carry out specialized operations utilizing specialized training and equipment.

In addition to the standard Emergency Services Unit requirements as set forth in Appendix A of this chapter, members of the Tactical Team must:

- satisfactorily complete all physical agility requirements as designated by the commanding officer of the Emergency Services Unit
- satisfactorily complete all approved tactical training
- satisfactorily complete all subsequent approved tactical training

#### **Crisis Negotiation Unit**

The Crisis Negotiation Team is a unit of ESU officers whose primary responsibility is to conduct crisis and hostage negotiations.

In addition to the standard Emergency Services Unit requirements as set forth in Appendix A of this chapter, members of the Crisis Negotiation Team must:

- satisfactorily complete an approved FBI or NYPD Hostage Negotiation course
- satisfactorily complete all subsequent Hostage Negotiation training

## **Intelligence Unit**

The Intelligence Team is a unit of ESU officers whose primary responsibility is to conduct intelligence gathering operations both prior to, during, and after Emergency Services Unit operations at the discretion of the commanding officer of the Emergency Services Unit.

In addition to the standard Emergency Services Unit requirements as set forth in Appendix A of this chapter, members of the Intelligence Unit may also be assigned to assist the Crisis Negotiations Unit when deemed necessary.

## **SCUBA Team**

The SCUBA Team is a unit of ESU officers whose primary responsibility is to conduct underwater search and recovery missions.

In addition to the standard Emergency Services Unit requirements as set forth in Appendix A of this chapter, SCUBA Team members must:

- be a certified diver
- satisfactorily pass all physical agility requirements as designated by the commanding officer of the Emergency Services Unit

## **CANINE UNIT**

The Canine team is a unit of ESU officers whose primary responsibility is to conduct narcotic and bomb/explosive searches, building searches, tracking and searching of persons and/or evidence, apprehension of criminal subjects, narcotics raids and searches, officer protection, and other functions as deemed necessary and appropriate by the commanding officer of the Emergency Services Unit, taking into consideration the capabilities and limitations of the canine and its handler as well as other parameters set forth in Chapter 10.5.

Members of the Canine Unit are generally assigned to the Patrol Division and fall under its chain of command for day to day operations. However, for administrative purposes, the Canine Unit shall be part of the Emergency Services Unit, and may be called upon for ESU operations. The officer in charge of the Canine Unit shall report to the commanding officer of the Emergency Services Unit.

In addition to the standard Emergency Services Unit requirements as set forth in Appendix A of this chapter, Canine Team members must:

- maintain all adequate levels of performance, fitness, and training as designated by the commanding officer of the Emergency Services Unit
- follow operational guidelines as set forth in Chapter 10.5
- adhere to the Collective Bargaining Agreement between the City of Norwalk and the Norwalk Police Union Local 1727 as pertains to the Emergency Services Unit, Canine Unit, and other applicable areas.

### **10.3.4 Emergency Services Unit Call Out Procedures**

Upon receipt of information that a situation as described in Directive 10.2.1 is in progress, the commanding officer or officer in charge of the patrol division shall send a supervisor to the scene to evaluate the situation and report his/her findings. The commanding officer or officer in charge shall determine, based upon all available information, if the Emergency Services Unit should be called out.

If the Emergency Services Unit is to be called, the commanding officer or officer in charge of the patrol division shall notify the Emergency Services Unit commander or his designee.

The Emergency Services Unit commander, or his designee, shall, based upon information from the patrol division commander, or officer in charge, issue instruction as to:

- the number of ESU personnel he/she requires
- any preferred call out sequence
- any specialized services, equipment or persons needed
- location at which ESU personnel are to assemble

The commanding officer, or officer in charge of the patrol division, shall:

- cause to be notified all ESU personnel required by the ESU commanding officer or his designee.
- notify the officer in charge of the Detective Division of the incident situation

A current call out roster shall be supplied by the ESU commanding officer, copies of which will be kept at the front desk, patrol supervisors office, and in the communications reference manual.

The commanding officer or officer in charge of the patrol division shall utilize on-duty ESU personnel whenever possible, prior to calling in off-duty ESU personnel.

The commanding officer or officer in charge of the patrol division may if in his judgment the need arises, cause additional patrol officers to be ordered into duty to facilitate the normal operation of the patrol function.

#### **10.3.5 Command Authority**

The commanding officer or officer in charge of the Emergency Services Unit shall be responsible for the overall command at the incident scene to which they are deployed. Emergency Services Unit personnel shall be responsible for police operations at the incident scene.

#### **10.3.6 Training and Equipment**

The Emergency Services Unit commanding officer will assure that personnel under his/her command are properly trained and equipped for the specialized operations and tactics which they deploy.

##### Training

Emergency Services Unit training shall be on an ongoing basis, but formal training will be performed at least monthly. All training shall be scheduled and approved by the commanding officer of the Emergency Services Unit. Records of training shall be kept on file, and training shall from time to time include operational simulations. In addition, the hostage negotiation unit shall be required to train with the Emergency Services Unit on a periodic basis.

##### Equipment

Specialized equipment provided and required of all members of the Emergency Services Unit shall be at the discretion of the commanding officer of the Emergency Services Unit and is described in the Emergency Services Unit Manual. All personnel shall receive proper training in the use of all equipment which they are issued.

### Personnel Identification

The Norwalk Department of Police services makes use of an identification system for its officers during times of civil disturbances, riots, or other incidents of elevated danger. When officers are required to wear and/or make use of gear that offers an elevated level of protection such as but not limited to, helmets, shields, suits, and/or other outer protective or tactical gear, said gear shall display the officer's name and/or an identification number. Said "ID" number shall be maintained in a record when such equipment is assigned, issued, and/or deployed that will show the officer's name who used said equipment.

#### **10.3.7 Emergency Services Unit Manual**

Emergency Services Unit operational guidelines identifying specific equipment, staffing and tactics are included in the Norwalk Department of Police Service Emergency Services Unit Manual made available to all members of the Emergency Services Unit and on file in the Professional Standards Division office. The manual provides specific information related to each component of the unit, including but not limited to:

- assignments
- vehicles and equipment
- responsibilities
- standards
- firearms
- ammunition
- less lethal weapons
- communications
- inspections
- training
- tactics



## **CHAPTER 10.0**

### **SPECIAL OPERATIONS**

#### **10.4 CRIMINAL INTELLIGENCE**

##### **10.4.1 Policy**

It is the policy of the Norwalk Department of Police Service to only collect intelligence which is limited to criminal conduct and relates to activities which present a threat to the community, which may include terrorism. Intelligence collection and activities shall conform to legal requirements, and shall be conducted in such a manner as to maintain the public's confidence. The Norwalk Department of Police Service will not collect or keep information which concerns an individual's personal activities or preferences.

Members of the Norwalk Department of Police Service shall check the reliability of all intelligence data and shall not indiscriminately maintain unreliable information. The collection of data for criminal intelligence purposes may originate from various sources to include, but not limited to, criminal justice/law enforcement agencies & sources, previous investigations, surveillance & covert operations, non-criminal justice sources, and various types of individuals. Individual sources may include citizen reports, anonymous tips, confidential witnesses, confidential informants, and cooperating persons. The reliability of information is essential to protect the privacy and reputation of individuals, as well as to promote investigative accuracy. All information shall be carefully vetted to assure its validity, to the extent possible, prior to its use in an investigation(s). Members of the Norwalk Department of Police Service should be wary of circulating information, the validity of which is in doubt. If the material must be disseminated, the Norwalk Department of Police Service shall state its reservations clearly on the report.

In determining the reliability of information, the following two factors should always be taken into account:

- the source of the report
- the substance of the report

The reliability of the sources in order of preference is:

1. law enforcement officer / criminal justice agencies
2. known and reliable source
3. known but not always reliable source
4. unknown source

The Norwalk Department of Police Service intelligence system shall be directed toward protecting the personal privacy of individuals. The Norwalk Department of Police Service does not enter all information received into intelligence records automatically as it is received. Instead, the information must first undergo the test of relevancy and substantiation.

##### **10.4.2 Responsibility**

The Chief of Police shall designate an Intelligence Coordinator who will be responsible for coordinating the criminal intelligence function. The Intelligence Coordinator shall review all criminal intelligence procedures and processes on an annual basis.

### **10.4.3 Coordination of Intelligence Activities**

Criminal Intelligence activities are an ongoing process conducted by all members of the Norwalk Department of Police Service regardless of their job. It is incumbent upon all members of the Norwalk Department of Police Service to forward intelligence information to the specific investigative unit. All personnel shall receive criminal intelligence training. Information that relates to or involves Homeland Security issues shall be forwarded to the Intelligence Coordinator.

Investigative units shall gather, analyze, and then forward the appropriate information to the Intelligence Coordinator. The investigative units and the Intelligence Coordinator shall then coordinate the dissemination of this information as needed.

### **10.4.4 Intelligence Activities**

Intelligence in the law enforcement community is an activity principally concerned with the collection, analysis, and dissemination of information in specific problem areas. For the purposes of the Norwalk Department of Police Service the areas of concern include:

- narcotics
- vice activity
- organized crime
- gang activities
- civil disorders
- terrorism
- subversive activity

### **10.4.5 Definitions**

#### **Information collection**

Information collection refers to the gathering of raw information on the activities of those persons suspected of being involved in criminal activity.

#### **Analysis**

Analysis is basically the separation of potentially valuable information from worthless or inaccurate data, and the conversion of the information into finished intelligence.

#### **Dissemination**

Dissemination is the exchange or flow of information on the purpose and content of the report, need to know, the confidentiality of the informant or source, and the progress of the ongoing information or investigation.

#### **Criminal Intelligence**

Criminal intelligence is identifiable information relating to individuals or groups who are currently involved, or believed to be involved in the planning, organizing, financing, or commission of criminal activity; or have established some association with known or suspected crime figures.



#### **10.4.6 Criminal Intelligence Activities and Functions**

The individual investigative units shall be responsible for the following functions and activities:

- collect raw intelligence from division personnel as well as from external sources, both inside and outside the department
- serve as the principal repositories for the receipt of law enforcement intelligence within the Norwalk Department of Police Service and to outside agencies
- review and evaluate incoming intelligence reports
- develop and maintain as personal tools, files and sources of information
- perform research and analysis of intelligence reports
- maintain intelligence files on persons, locations, and or groups and their suspected criminal activity

#### **10.4.7 Legality and Integrity Procedures**

To avoid the indiscriminate collection or dissemination of information, the Norwalk Department of Police Service shall use the following procedures:

- informant use shall be conducted with the utmost confidentiality pursuant to Directive 8.0 specifically related to the use of informants
- all intelligence information shall be considered confidential and sensitive in nature thereby protecting both the source of the information, the system, and the person to whom the information relates
- intelligence information shall be circulated on a "need to know" basis
- all information shall be collated and analyzed in a secure fashion by the commanding officers of individual investigative units

#### **10.4.8 Maintenance of Intelligence Records**

The commanding officers of the investigative units or division are responsible for the safeguarding, storing, and security of intelligence reports. Intelligence records shall be maintained separately from other records to prevent compromise and protect the integrity. Access to intelligence reports is limited to personnel in the investigative services units or divisions, assigned by the commanding officer to have access to such information, and to those persons to whom the commanding officer directs the information be forwarded.

The commanders of the investigative divisions shall on an on-going basis, review all intelligence records for reliability and relevancy, and purge all records that are outdated or no longer appropriate or required in accordance with Connecticut Records Retention Schedule M7-440.

Access to the investigative units or divisions is restricted to the personnel assigned to the investigative units or division, the Chief of Police, and the Deputy Chiefs.

#### **10.4.9 Specialized Equipment**

The Norwalk Department of Police Service, Special Services Division has access to specialized equipment to support the intelligence function. This equipment includes:

- audiovisual monitoring equipment
- night vision equipment
- specially designed surveillance vehicles

The use of specific equipment shall be at the discretion of the commanding officer of the Special Services Division.

#### **10.4.10 Intelligence Liaison with other Agencies**

The exchange of intelligence information, as well as the coordination of effort between the Norwalk Department of Police Service and other criminal justice agencies, enhance the preparedness of each organization and ensures that there is not a duplication of intelligence efforts.

The commanding officer of the Special Services Division shall maintain a liaison with local, state and federal law enforcement agencies. This can best be accomplished through participation in the NESPIN (New England State Police information Network) and the CTIC (Connecticut Intelligence Center) networks.

The Norwalk Department of Police Services participates in the Law Enforcement Information Exchange (LINX). The LINX system is a national databank containing police reports, photographs, and any other information related to a person in question. Incident reports are electronically uploaded and accessible to all participating law enforcement agency as an additional form of intelligence information.

#### **10.4.11 Internal use of Intelligence**

The Norwalk Department of Police Service realizes that information developed through the intelligence process should be shared with appropriate sections within the organization in order to maximize the effectiveness of their enforcement efforts and deterrent efforts.

Officers and civilian employees of the Norwalk Department of Police Service, because of their job affiliation, often receive valuable intelligence information from their friends and acquaintances in the community and are encouraged to forward intelligence information through the appropriate channels. In the case of sworn personnel, contact should be made with the shift commander or immediate supervisor, or a memo should be forwarded to the appropriate investigative division. In the case of a civilian employee, they should discuss the information with their immediate supervisor. It is recognized that patrol officers and civilian employees have significant opportunity to gather intelligence information.

Norwalk Department of Police Service patrol officers can contribute to criminal intelligence by observing and reporting incidents and situations that he/she sees clearly might indicate criminal activity. Many patrol officers tend to think that the intelligence mission is a specialized function and thereby underestimate its importance.

Some employees may intentionally withhold information because they perceive the intelligence process as a one-way street. Norwalk Department of Police Service personnel are reminded that any restrictions placed on the distribution of intelligence are necessary to protect the confidentiality of information, informant, and private citizens who may be the subject of false information.

All Norwalk Department of Police Service personnel should recognize that they work within a total system where the "need to know" dictates who will receive intelligence information.

#### **10.4.12 Dissemination of Intelligence Information**

Intelligence information shall not be disseminated without the approval of the Chief of Police, the Deputy Chief of Operations, or the Intelligence Coordinator.

The Deputy Chief of Operations shall be given access and authorized to periodically inspect and review intelligence files to ensure proper coordination and cooperation between investigative units.

Intelligence information may be disseminated in many ways including:

- orally
- in report form
- memos
- police information notices
- extra observation requests
- roll call announcements

#### **10.4.13 Information Relating to Terrorism**

All members of the Norwalk Department of Police Service are responsible for receiving, and relaying any information that comes to their attention through investigations, reports from others, or by any other means, regarding terrorism, or terrorist-related activities.

If an officer receives information regarding terrorism, the officer should notify his or her supervisor as soon as practical, or immediately, if the nature of the information dictates that is necessary. The supervisor shall evaluate the information and make a determination as to relaying the information to the appropriate agency. In general, terrorism related information should be relayed to the:

Connecticut Intelligence Center (CTIC)  
600 State Street, New Haven, CT 06511  
Phone (203) 777-6311 (24 hour number)  
Unsecured Fax (203) 503-5393  
Email: CTIC@NESPIN.RISS.NET

The Department shall maintain membership on the CTIC and NESPIN email lists. These information-sharing networks distribute regular updates and bulletins regarding terrorism activity and have the capability of making emergency notifications if necessary. Intelligence information received from these sources shall be stored and maintained either electronically or in paper format.



**CHAPTER 10.0**  
**SPECIAL OPERATIONS**

**10.5 CANINE UNIT**

**10.5.1 Canine Unit**

The Canine Unit is an established, specialized unit of the Norwalk Department of Police Service. The Canine Unit shall be staffed by a commanding officer who reports directly to the commanding officer of the Emergency Services Unit.

A Canine Officers primary responsibility is to conduct narcotic and bomb searches, along with missing person search and recovery missions. Canine Unit Officers must:

- satisfactorily complete all Canine certifications required by the unit supervisor
- satisfactorily complete all subsequent Canine Unit training

Contractual guidelines for the Canine Unit are detailed in Article 21 Section 3 of the Collective Bargaining Agreement between the City of Norwalk and Norwalk Police Union Local 1727. In addition, the following guidelines shall be the policy for the Norwalk Department of Police Service on the utilization of police canines.

**10.5.2 Selection**

**Handler Qualifications**

Officers wishing to apply for assignment as a Canine Handler shall submit a written request to the Chief of Police. When a vacancy occurs in the unit, or under the circumstance that the unit is expanded, all applications will be reviewed by the Chief of Police, the commanding officer of the Emergency services Unit, and the Canine Unit Supervisor. Selection to the Canine Unit shall be as set forth in the Chapter 10, Appendix A, Emergency Services Unit Personnel Selection Guide. The final selection of new personnel will rest with the Chief of Police.

**Canine Qualifications**

Only those dogs certified to perform police duties shall be utilized by the department. The Chief of Police shall determine the criteria for certification of canines and their assignment to police duty.

**10.5.3 Training**

The Canine Unit supervisor is responsible for planning all training for the members of the unit, in consultation with the commanding officer of the Emergency Services Unit. The scheduling of said training shall be coordinated with the Training and Recruitment Division. The Canine Unit supervisor shall document all training and forward a copy of such documentation to the Training and Recruitment Division for inclusion into the officer's training files.

Canines may be trained in tracking and searching, apprehension, crowd control, protection, explosives, and narcotics. Training will consist of both initial and in-service training and will be run continuously. Canine Unit training will be in accordance with Local 1727 Collective Bargaining Agreement Article 21, Section 3(e), the North American Police Work Dog Association (NAPWDA) and the National Police K9 Association.

## **Controlled Substances Used in Training**

One of the major duties of the canine unit is the detection of various types of illegal drugs within the City of Norwalk and the State of Connecticut. Narcotic training will include the detection of marihuana, heroin, cocaine, and crack cocaine. These are the most commonly abused drugs within the City of Norwalk.

The Norwalk Department of Police Service Canine Unit shall be licensed as an instructional laboratory to handle Controlled Substances in Schedules 1 through 5 by the United States Drug Enforcement Administration (DEA) Registration Unit and the State of Connecticut Department of Consumer Protection, Drug Control Division.

Controlled substances will be held at the Norwalk Department of Police Service, Room 274, in a safe for the purpose of training narcotic detection dog(s). These dogs will be used to detect quantities of illegal substances within the City of Norwalk and the State of Connecticut.

All substances will be weighed upon acquisition by the Canine Unit. Each substance will be double packaged to assure zero spillage. All controlled substance packages will be kept in a safe in Room 274. This safe will meet all requirements and specifications of the Drug Enforcement Administration (DEA) and the State of Connecticut, Consumer Protection Drug Control Division, and have a fire/burglary rating and self-locking mechanism.

A log will be kept within the safe, or if space does not allow this, adjacent to the safe. Entries will be made and verified each time entry into the safe is accomplished. This log will include:

- Weighed amount of any substance removed
- Who removed it
- Signature of the witness officer
- Purpose for removal
- Participating canine team and trainer
- Time and date of training
- Location of training
- Weighed amount of substance returned to the safe noting any discrepancies
- Signature of a witness officer to the return

Discrepancies in quantity and quality of the training narcotics aids will be reported via departmental incident report with an assigned case number to the Canine Unit Supervisor and copy to the Deputy Chief of Operations via the commanding officer of the Emergency Services Unit.

Drugs, which are removed from the approved safe or other storage areas for training purposes, will be securely maintained by the Canine Unit Trainer/Master Trainer and only for the minimum period of time needed to conduct such training. Upon completion of training, the controlled substances will be immediately returned to the permanent storage area.

Any discrepancies unresolved after 24 hours will be reported to the DEA on DEA Form # 106 and a copy will be sent to the Connecticut Drug control Division within 72 hours of discovery of such discrepancy. ANY DISCREPANCIES DUE TO CRIMINAL ACTIVITY WILL ALSO BE IMMEDIATELY REPORTED TO THE CHIEF OF POLICE.

The Canine Unit Trainer/Master Trainer and his designee will possess the combination to the safe. All required records will be maintained and readily available for inspection for a minimum of three (3) years. All logs and records will be maintained by the Canine Unit trainer with copies forwarded to the

Canine Unit supervisor quarterly in January, April, July, and October. Inventories of all controlled substances will be done on a monthly basis. A separate inventory will be maintained in accordance with the Federal Guidelines.

### **Explosives Used in Training**

All substances will be weighed upon acquisition by the unit. Each substance will be double packaged to assure zero spillage and packaged to assure static and shock protection. All explosive materials will be kept in a Type II Storage Magazine in the Emergency Services Unit (ESU) garage. Access to the ESU garage is permitted only to authorized ESU members and EDC Handlers. The storage magazine shall remain locked at all times. Only the Trainer/Supervisor and the EDC Handlers shall have a key for the storage magazine. The storage magazine shall not exceed 50 pounds in training materials.

This storage magazine will meet all requirements and specifications set forth by the ATF.

A log will be kept within the storage magazine, or if space does not allow this, adjacent to the magazine. Entries will be made and verified each time entry into the magazine is accomplished. This log will include:

- Weighed amount of any substance removed
- Who removed it
- Purpose for removal
- Participating canine team and trainer
- Time and date of training
- Location of training
- Weighed amount of substance returned to the safe noting any discrepancies

Discrepancies in quantity and quality of the training aids will be reported via departmental incident report with an assigned case number to the Canine Unit supervisor and a copy to the Deputy Chief of Operations via the commanding officer of the Emergency Services Unit .

Explosives, which are removed from the approved magazine or other storage areas for training purposes, will be securely maintained by the Canine Unit Trainer/Master Trainer and only for the minimum period of time needed to conduct such training. Upon completion of training, the training aids will be immediately returned to the permanent storage area.

### **10.5.4 Equipment**

The canine handlers shall utilize vehicles designated as canine vehicles. Such vehicles shall be equipped with specialized equipment, which shall include:

- Leash
- water bowl
- canine vehicle container
- canine first aid kit

The canine unit will not be utilized for transportation of prisoners, civilians, or other officers except in emergency situations. Canines shall be transported only in those vehicles designated as canine vehicles, except in emergency situations. Under no circumstances will the canine vehicles be used for the transportation or storage of any other animal whether dead or alive. Canine unit vehicles shall only be operated by authorized canine handlers while engaged in departmental activities utilizing the canine.

### **10.5.5 Responsibilities**

#### **Canine Unit Supervisor**

The Canine Unit supervisor is responsible for the following administrative and training duties:

- general supervision of all police canine teams
- organizing and documenting all training
- reviewing "Use of Canine" reports, on all situations when a police canine is utilized
- reviewing all incidents in which a person is injured or property is damaged by a police canine
- reviewing all incidents in which a police canine is injured
- assuring that all police canines maintain certification

#### **Canine Handler**

The Canine Handler is responsible for the following:

- direct control of his/her canine at all times
- filing a complete report each time the canine is utilized
- care and maintenance of police canine and equipment

The department canines shall reside with their handlers who shall be responsible for their care and maintenance at all times, or make arrangements for such. Said canines shall be placed temporarily at the City of Norwalk Animal Control Facility, or with other Police Department handlers in the event the assigned handler is temporarily unable to care for his assigned canine(s). (Absence, Illness, Vacation, Emergency, etc). When such a need arises, the Canine Unit Supervisor shall be consulted prior to the temporary transfer of the canine's(s') care, or as soon as practicable in the event of an emergency.

### **10.5.6 General Rules for Department Personnel**

All department personnel have the following responsibilities with regard to police canines:

- Personnel shall not pet a police canine without permission from the handler.
- Under NO circumstances will personnel tease, harass or otherwise annoy any police canine.
- Personnel shall not conduct any horseplay or approach the canine in a threatening manner.
- Personnel shall follow the direction of the Canine handler in the manner and use of the canine, whenever the team is deployed.

### **10.5.7 Use of Police Canines**

The Canine Unit may be used for the following incidents:

- building searches
- tracking and searching for missing persons, suspects or evidence
- apprehension of criminal suspects
- narcotic raids and searches
- crowd control for violent and/or unruly crowds
- community education/demonstrations
- handler protection/Officer protection
- Emergency Services Unit operations



Officers can request the use of the Canine Unit in the above incidents if one is available. The authorization for the use of the Canine Unit will be at the discretion of the patrol supervisor or commanding officer of the platoon. However, the decision on the actual use or method of use of the canine unit will be made by the canine unit officer.

While investigating incidents not requiring the use of the canine, the handler will leave the canine properly secured in the patrol vehicle.

### **Specific Rules for Deployment**

#### **Building searches**

A primary use of departmental canines is for locating persons in buildings or related structures where search by officers would create an unnecessary risk. These searches shall be governed by the following:

- The building perimeter shall be secured by patrol personnel.
- Whenever possible, the building's owner should be contacted to determine whether there may be other tenants in the building and to ascertain the building's layout.
- When a canine building search is anticipated, a preliminary search by officers should not be conducted, as this will interfere with the canine's ability to discriminate scents.
- Authorized tenants or workers should be evacuated from the building prior to the canine search.
- Request air conditioning, vents and blowers be shut off so as not to interfere with the canine's scent.
- Secure all exits and entrances.
- The canine should be released during the search unless there is an imminent risk of injury to innocent persons within the facility.
- The canine should not be used to search facilities that contain substances potentially harmful to the animal unless overriding risk to human life is present.
- Before commencing the search, the handler or other appropriate personnel shall loudly announce and repeat the statement that there are police officers on the premises and that a trained police canine will be released if the individual does not surrender. A reasonable amount of time shall be allowed for the suspect to respond. This warning shall be repeated on each level of a multi-level structure.

### **Tracking and Searching for Missing Persons, Suspects or Evidence**

Police canines are available to track missing persons or suspects, or to locate evidence that has been abandoned or hidden in a specified open area. Such searches are subject to the following conditions and limitations:

When officers are pursuing suspects and contact with the suspect is lost, the officer, prior to summoning a canine team shall:

- stop and pinpoint the location where the suspect was last seen;
- shut off engines of vehicles in the area if possible; and
- avoid foot movement in the area where the suspect or subject was last seen.

Canines used for tracking persons should remain on a leash of sufficient length to provide a reasonable measure of safety to the subject of the search without compromising the canine's tracking abilities.

On scene personnel shall assure that the perimeter of the area to be searched is secured, unnecessary personnel are kept out of the area, and that all items of clothing to be used for scent are protected from being handled.

Back-up officers should seek direction from Canine Handlers in their role in the track.

### **Apprehension of Criminal Suspects**

Use of specially trained police canines for law enforcement responsibilities constitutes a real or implied use of force. In this, as in other cases, officers may only use that degree of force that reasonably appears necessary to apprehend or secure a suspect.

Canine teams shall not be used to apprehend anyone under the influence of drugs or alcohol if no crime is involved, or the mentally ill, if no crime is involved.

Prior to a police canine being used for the apprehension of criminal suspects, the handler shall consider the following three factors:

- the severity of the crime,
- whether the suspect poses an immediate threat to the safety of officers or others; and
- whether the suspect is actively resisting arrest or attempting to evade arrest at the time.

When apprehending suspects in these or related circumstances, canines shall be commanded to disengage as soon as the suspect is subdued or readily complies with officer direction. Additionally, canine handlers shall secure the canine as soon as possible once a suspect has been located and taken into custody to guard against charges that the dog was used in a threatening or intimidating manner or to coerce a confession.

### **Narcotic Raids and Searches**

Police canines may be used for the detection of illegal drugs and narcotics, if the canine supervisor can document the proficiency of the canine in said activities. This documentation shall be readily available to handlers and others who may need it when seeking warrants.

Searches conducted for the detection of drugs and/or narcotics shall be governed by applicable laws and court decisions. The Canine Unit supervisor is responsible for assuring that all handlers whose canines are authorized to be used for drug detection are kept abreast of newly enacted laws and Supreme Court decisions impacting their activities.

The use of canines when executing search and seizure warrants and narcotics raids is restricted to drug detection, if proficient, or to the apprehension of fleeing criminal suspects pursuant to this directive.

### **Crowd Control for Violent and/or Unruly Crowds**

Canine teams shall not be used for crowd control at peaceful demonstrations.

Canine teams may be used for crowd control upon approval of the patrol division commander or officer in charge to protect life and property during a riot or other major unauthorized, or authorized, gathering that cannot be controlled by other means. In these situations, canines shall:

- be short leashed at all times unless no other means are available to protect an individual from serious injury; and

- not initiate any offense action, unless to guard against imminent loss of life or serious bodily injury.

### **Explosive Searches**

The utilization of the Norwalk Police Explosive Detection Canine (EDC) is authorized when the threat has occurred within the jurisdiction of the Norwalk Department of Police Service or when mutual aid is requested by another agency. Any mutual aid requests must be approved by the Deputy Chief of Operations prior to deployment.

The EDC will consist of a passive explosive canine and handler. The EDC will indicate in a passive manner such as sitting.

When the EDC is searching for explosives the handler will not turn on any lights or open any boxes.

When the EDC has alerted on an explosive, the handler will then remove the canine and him/herself from the location immediately and advise the incident commander of the alert. The incident commander will then call the Bomb Squad. Once the Bomb Squad has arrived, the handler will tell them the location of the alert and any other information needed.

### **Explosive Detection Canine (EDC) Procedures**

Any information received by the Norwalk Department of Police Service pertaining to explosives, terrorist activities and or explosives ordinance intelligence should be turned over to the Canine Unit supervisor who will ensure that the EDC handler is notified and maintains a copy of the same.

Once a bomb threat is received by the Norwalk Department of Police Service and or Communications Division, the dispatcher will fill out the appropriate "Bomb Threat Response List" and the appropriate person will transport the list to the scene.

### **Radio Communications**

All responding units will cease radio communications within a half-mile radius of the scene. The patrol supervisor shall secure and maintain a perimeter of the area.

### **Command Authority Over Operation**

When the EDC is activated, they will respond to the scene and upon arrival will be given command authority in relation to the working of the canine and the security of the area. Any department requesting mutual aid services will give the same consideration.

### **Evacuation of the Area**

The area will be evacuated before the EDC conducts a search. If the secured area is not evacuated, the EDC will not conduct a search. The only exception shall be a twenty-four hour inpatient facility or where exigent circumstances exist.

No one shall accompany the EDC into a secured area without the direction of the EDC handler or Canine Unit supervisor.

Once the search is completed and proper information has been communicated to the appropriate individuals, the EDC will leave the area. If a detonation time is given, the EDC will not enter the secured area no later than thirty minutes after the detonation time.

## **Community Education/Demonstrations**

Police canine teams may be used for community education or demonstrations to community groups with the approval of the Canine Unit supervisor, and the Chief of Police or his designee. Extreme care should be exercised to protect spectators from injury by a police canine during these demonstrations. The handler, may at anytime, cease a demonstration if he/she feels that there is a risk to any persons or property due to the nature of the demonstration or the behavior of the audience.

## **Mutual Aid Requests**

All requests for the use of on or off duty canine teams by outside agencies shall be directed to the patrol division commanding officer on duty or officer in charge.

The patrol division commanding officer or officer in charge shall evaluate the following factors when determining whether or not to authorize a canine team to assist an outside agency:

- type and severity of incident
- manpower availability
- ability of outside agency to obtain assistance elsewhere
- time constraints to obtain assistance

### **10.5.8 Bites and Injuries**

Anytime a police canine causes injury to any person, a supervisor shall be requested and respond to the scene to investigate the circumstances of the injury. The supervisor shall file a report detailing his/her findings regarding the circumstances of the injury.

#### **Police Personnel**

Injuries to police personnel as a result of a bite or scratch inflicted by a police canine shall be handles pursuant to departments Directive 3.13 Reporting Work Related Injuries.

#### **Civilians**

Injuries to civilians as a result of a bite or scratch inflicted by a police canine shall be handled pursuant Directive 11.1.13 and 11.1.15 Use of Force – Written Reports and Use of Force – Rendering Medical Aid after use of Lethal or Less Lethal Weapons.

#### **Suspects**

Injuries to suspects as a result of a bite or scratch inflicted by a police canine shall be handled pursuant Directive 11.1.13 and 11.1.15 Use of Force – Written Reports and Use of Force – Rendering Medical Aid after use of Lethal or Less Lethal Weapons.

### **10.5.9 Reporting procedures**

Canine handlers shall file a "Use of Police Canine Report" (NPD049), in addition to any other reports that may be required each time a police canine is utilized. A copy of the report shall be forwarded to:

- Records
- Canine Unit supervisor

The Canine Unit supervisor shall review all reports and determine the appropriateness of the action taken and forward a copy of the report along with his findings to the Deputy Chief of Operations, via the commanding officer of the Emergency Services Unit.

#### **10.5.10 Special Considerations**

In situations where a Canine Handler is injured or otherwise incapacitated and the canine exhibits aggressive behavior towards rescuers, the following guidelines shall be utilized:

##### **Handler and canine inside the vehicle**

In a situation where the handler is incapacitated and unable to assist the officers at the scene in controlling the canine, the responding officers shall immediately notify communications who will attempt to contact another handler, the Canine Unit supervisor and/or the Animal Control Officer for assistance in controlling the canine. Communications shall also notify an on-duty patrol supervisor of the incident.

As a last resort, in a situation where the handler is at risk of serious bodily injury or death and time is of the essence, the responding officers shall obtain immediate authorization from a supervisor, if possible, to destroy the canine and render aid to the handler.

##### **Handler and canine outside of vehicle**

In a situation where the handler is incapacitated and unable to assist the officers at the scene in controlling the canine, the responding officers shall immediately notify communications who will attempt to contact another handler, the Canine Unit supervisor and/or the Animal Control Officer for assistance in controlling the canine. Communications shall also notify an on duty patrol supervisor of the situation.

Additionally, the responding officers should attempt to open the rear door of the canine vehicle or any other vehicle equipped with a cage, to allow the canine, who may be disoriented without the security of the handler to retreat to the security of the vehicle.

As a last resort, in a situation where the handler or any other individual is at risk of serious bodily injury or death and time is of the essence, the responding officers shall obtain immediate authorization from a supervisor, if possible, to destroy the canine and render aid to the handler.

#### **10.5.11 Retirement of Canine**

Retirement of police canines shall be consistent with the Collective Bargaining Agreement between the City of Norwalk and the Norwalk Police Union Local 1727, and through agreement with the canine handler.



## **CHAPTER 10.0**

### **SPECIAL OPERATIONS**

#### **10.6 POLICE VEHICLES AND VESSELS**

##### **10.6.1 Police Vehicles and Vessels (general)**

For the purposes of this directive, police vehicles and vessels include:

- marked patrol vehicles
- un-marked police vehicles
- prisoner transport van
- Mobile Community Outreach Police Substation (MCOPS)
- Emergency Services Unit vehicle
- police boats
- animal control vehicles
- police buses
- crime scene van
- marked police motorcycles
- segways
- marked all terrain vehicle (ATV)
- marked pick-up truck

All Norwalk Department of Police Service vehicles and vessels shall be operated only by authorized persons, pursuant to all applicable laws.

Operators must possess a valid Connecticut Operators License anytime they are operating any police vehicle.

Vehicles and vessels are for official police use only.

In addition to the specific functions enumerated herein, from time to time, the Chief of Police or his designee may authorize a police vehicle or vessel to be used for other purposes, such as, but not limited to:

- training
- demonstrations
- parades

Fleet management personnel, or other authorized maintenance personnel, shall be authorized to operate police vehicles and vessels in the course of their duties in servicing or repairing police vehicles and vessels.

#### **VEHICLE DAMAGE/EQUIPMENT FAILURE**

The City of Norwalk Fleet Management Department is responsible for the repair and maintenance of all police vehicles.

The commanding officer of the Marine Division is responsible for obtaining service and repairs for all police vessels. Any damage to police vehicles or vessels shall be immediately reported to the operator's supervisor. No vehicle/vessel may be taken out of service without the permission of the operator's supervisor.

Should a breakdown of a police vehicle occur on a city street during normal business hours, Fleet Management shall be notified. In the event that the breakdown occurs when Fleet Management personnel are not on duty, the department's designated wrecker service shall be contacted, upon approval of a field supervisor.

## **ACCIDENT REPORTING/INVESTIGATION**

When any vehicle or vessel is involved in an accident, the operator shall:

- notify headquarters
- file a report detailing the circumstances of the accident, including his/her actions just prior to the accident occurring.

Communications personnel shall:

- assign a unit to investigate
- notify a patrol supervisor

The patrol supervisor shall:

- respond to the scene
- be responsible for the overall direction of the investigation
- direct that photo(s) be taken
- review and approve all reports
- determine enforcement action to be taken, if any
- forward reports to the commanding officer or officer in charge

The commanding officer or officer in charge shall:

- review all reports for completeness and accuracy
- prepare a synopsis of the accident
- forward all reports to the Patrol Division Commander
- forward a copy of all reports to the Professional Standards Division and the Headquarters Division commander who shall appropriately file the accident reports and assure that proper follow-up is undertaken.

Should the driver of the police vehicle involved in the accident be of a rank less than sergeant, the patrol sergeant shall be responsible for the supervision of the investigation. In the event the driver is the rank of sergeant or above, the next highest ranking patrol supervisor shall take charge.

In the event that the operator involved in the accident is actively involved in operations of a specialized division or unit, or other law enforcement agency, the officer in charge of the specialized division, unit, or agency shall also be notified.

When the accident involves a police vessel, the officer in charge of the Marine Unit shall assume those duties delegated to the patrol supervisor.



## **SPECIAL USE OF EMERGENCY LIGHTING EQUIPMENT**

In addition to using emergency equipment while engaged in emergency situations or in pursuit, emergency lighting should also be used as a warning device to oncoming traffic or pedestrians. Situations where officers may desire to activate some or all of the overhead emergency lighting include:

- while parked in a hazardous fashion on the roadway
- while assisting motorists
- while blocking roads or intersections
- at accident scenes
- at construction sites
- as a warning to hazardous situations present

### **10.6.2 Marked Patrol Vehicles**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a fleet of marked patrol vehicles, to include SUVs, for use by officers and supervisors for general law enforcement, traffic control and routine patrol operations.

#### **2. Instructions, conditions and limitations on usage**

Police vehicles shall not be used to transport passengers, except in the course of official law enforcement duties or as authorized by the commanding officer or officer in charge.

#### **3. Authorization for use**

An officer requesting permission to use a marked patrol vehicle for any other purpose, not previously authorized, shall obtain authorization from the Chief of Police or his designee, or commanding officer on duty of the patrol division.

#### **4. Qualifications and training required for operation**

Prior to using a marked patrol vehicle, officers shall familiarize themselves with the operation of specialized equipment maintained on said vehicle, including: police radio, siren, lights, shotgun rack, emergency equipment, etc.

#### **5. Responsibility for condition and maintenance**

Each operator is responsible for the cleanliness and day to day upkeep of police vehicles, including a cursory check of all fluids and visual inspection of the general motor area to detect obvious defects.

#### **6. Inspection**

Prior to placing a vehicle into use, each operator shall conduct a visual inspection of the interior and exterior of the vehicle, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (horn, wipers, headlights, etc.)

- emergency equipment (oxygen, flares, first aid kit, etc.)

Any exceptional condition shall be brought to a supervisor's attention.

Operators shall ensure that:

- the vehicle is washed if necessary
- all equipment must be replenished by the operator
- all damage is noted and reported to the officer's supervisor

The operator shall search the prisoner compartment, prior to and immediately after transporting any prisoners. Any contraband found shall be noted, property tagged and a report filed. A verbal report of the discovery shall also be made to the operator's supervisor.

## **7. Equipment to be maintained**

Anytime a marked patrol vehicle is in use for routine patrol operations, the following equipment must be present in the vehicle and in working condition:

- siren
- overhead emergency lights
- police radio
- shotgun/rifle (if qualified)
- first aid kit
- fire extinguisher
- oxygen
- flares (12)
- AED (if available)

## **8. Listing of persons/positions authorized to operate**

All sworn members are authorized to operate marked patrol vehicles, restricted only by job assignment and pursuant to items 1 through 7, unless otherwise directed by the Chief of Police or his designee.

### **10.6.3 Unmarked Police Vehicles**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a fleet of unmarked police vehicles for transporting non-uniformed personnel and/or for specialized law enforcement operations where the presence of an unmarked vehicle is necessary or desired.

#### **2. Instructions, conditions and limitations on usage**

Unmarked vehicles shall not be used for extra duty assignments, unless specifically directed by the Chief of Police or his designee, or commanding officer of the patrol division or specialized division to which the vehicle is assigned.

Unmarked vehicles for use by other than non-uniformed personnel shall be at the discretion of the commanding officer of the patrol division, with the consent of the commanding officer of the division or unit to which the vehicle is assigned.

Unmarked police vehicles shall not be used to transport passengers, except in the course of official law enforcement duties or as authorized by the commanding officer or the officer in charge.

### **3. Authorization for use**

Unmarked vehicles shall not be used for extra duty assignments, unless specifically directed by the Chief of Police or his designee, or commanding officer on duty of the patrol division may grant approval if unable to be previously approved by the Chief of Police.

### **4. Qualification and training required for operation**

Prior to using an un-marked vehicle, officers shall be familiar with the operation of any equipment that may be present on said vehicle, including police radio, auxiliary lighting, etc.

### **5. Responsibility for condition and maintenance**

The commanding officer is responsible for the general cleanliness and upkeep of vehicles assigned to his/her division or unit.

Each operator is responsible for the day to day cleanliness and upkeep including a cursory check of fluids, and visual inspection of the general motor area to detect obvious defects.

### **6. Inspection**

Prior to placing a vehicle into use, each operator shall conduct a visual inspection of the interior and exterior of the vehicle, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (horn, wipers, headlights, etc.)

Operators shall ensure that:

- the vehicle is washed, if necessary
- all equipment must be replenished by the operator
- all damage noted and reported to operator's supervisor

### **7. Equipment to be maintained**

Specialized equipment is not required to be maintained in an unmarked vehicle, except as required by the particular assignment the operator is currently engaged in.

Unmarked police vehicles are NOT equipped as and SHALL NOT be operated as emergency vehicles

### **8. Listing of persons/positions authorized to operate**

All sworn members are authorized to operate unmarked vehicles, restricted only by job assignment and pursuant to items 1 through 7, unless otherwise directed by the Chief of Police or his designee.

#### **10.6.4 Prisoner Transport Van**

##### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a prisoner transport van for the main purpose of providing safe and secure transportation for prisoners. The van is also used to provide transportation, on a limited basis, to personnel traveling en masse to various locations.

On occasion, the prisoner transport vehicle may also be used to transport equipment, property or evidence that may not fit in other vehicles.

##### **2. Instructions, conditions and limitations on usage**

The prisoner transport van shall not be used for extra duty assignments, or routine patrol operations, unless specifically directed by the Chief of Police or his designee or commanding officer of the patrol division on duty.

The commanding officer or officer in charge of the patrol division, or the commanding officer or officer in charge of any specialized division or unit, may authorize the use of the prisoner transport vehicle for specific operations, where the vehicle, because of its configuration, is better suited than a patrol vehicle, or other police vehicle.

The prisoner transport van shall not be used to transport passengers, except in the course of official police business.

##### **3. Authorization for use**

Any officer requesting permission to use the prisoner transport van for an extra duty assignment, or other purpose, other than routine prisoner transport, shall obtain authorization from the Chief of Police or his designee, or commanding officer of the patrol division on duty.

##### **4. Qualifications and training required for operation**

Prior to using the prisoner van, officers shall familiarize themselves with the operation of specialized equipment maintained on said vehicle, including: police radio, siren, emergency lights, cargo door operation, etc.

##### **5. Responsibility for condition and maintenance**

Each operator is responsible for the cleanliness and day to day upkeep of the prisoner transport van, including a cursory check of all fluids and visual inspection of the general motor area to detect obvious defects.

##### **6. Inspection**

Prior to placing the prisoner transport van into use, each operator shall conduct a visual inspection of the interior and exterior of the vehicle, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (horn, wipers, headlights, siren, overhead light, etc.)
- emergency equipment (flares, first aid kit, etc.)

Operators shall ensure that:

- the vehicle is washed, if necessary
- all equipment is replenished
- all damage is noted and reported to operator's supervisor

The operator shall search the prisoner compartment, prior to and immediately after transporting any prisoners. Any contraband found shall be noted, property tagged and a report filed. A verbal report of the discovery shall also be made to the operator's supervisor.

#### **7. Equipment to be maintained**

Anytime the prisoner transport van is in use for the purpose of transporting prisoners, the following equipment must be present and in working condition:

- overhead emergency lights
- siren
- police radio
- flares
- first aid kit
- fire extinguisher

In addition, the operator shall ensure that the cargo door, as well as the security cage, are in proper working order.

#### **8. Listing of persons/positions authorized to operate**

All sworn members are authorized to operate the prisoner transport van, restricted only by job assignment and pursuant to items 1 through 7, unless otherwise directed by the Chief of Police or his designee.

### **10.6.5 Emergency Services Unit Vehicle**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains an Emergency Services Unit vehicle for the sole purpose of transporting Emergency Services Unit equipment and personnel.

#### **2. Instructions, conditions and limitations on usage**

The Emergency Services Unit vehicle shall only be used by Emergency Services Unit personnel and for Emergency Services Unit operations. These operations include:

- call outs
- training exercise
- demonstrations

The Emergency Services Unit vehicle shall not be used to transport prisoners or other passengers.

### **3. Authorization for use**

The commanding officer or officer in charge of the Emergency Services Unit shall be responsible for authorizing the use of the Emergency Services Unit vehicle.

### **4. Qualifications and training required for operation**

Prior to using the Emergency Services Unit vehicle, officers shall be trained in the operation and special equipment present on said vehicle, including, police radio, siren, lights, etc.

The commanding officer of the Emergency Services Unit shall designate the person or persons responsible for conducting such training.

### **5. Responsibility for condition and maintenance**

The commanding officer of the Emergency Services Unit is responsible for the overall maintenance and upkeep of the Emergency Services Unit vehicle.

Each operator is responsible for the day to day upkeep and cleanliness of the vehicle, including a cursory check of all fluids, and visual inspection of the general motor and cargo areas to detect obvious defects.

### **6. Inspection**

Prior to placing the vehicle into use or at least monthly each operator shall conduct a visual inspection of the interior and exterior of the vehicle, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (horn, wipers, headlights, spotlights, emergency lighting, etc.)
- emergency equipment (flares, first aid kit, etc.)

Operators shall ensure that:

- all equipment is replenished
- all damage is noted and reported to an Emergency Services Unit supervisor

### **7. Equipment to be maintained**

The Emergency Services Unit vehicle is used solely by and for Emergency Services Unit operations, and shall contain a police radio and an assortment of specialized equipment, designated by the commanding officer of the Emergency Services Unit. A specific listing of equipment is included in the Emergency Services Unit Operations Manual.

### **8. Listing of persons/positions authorized to operate**

All members of the Emergency Services Unit are authorized to operate the Emergency Services Unit vehicle, pursuant to items 1 through 7, unless otherwise directed by the commanding officer or officer in charge of the Emergency Services Unit, the Chief of Police or his designee.

#### **10.6.6 Mobile Community Outreach Police Sub-Station (MCOPS)**

##### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a Mobile Community Outreach Police Sub-Station (MCOPS), which is utilized for community service projects.

##### **2. Instructions, conditions and limitations on usage**

The MCOPS vehicle shall be used primarily for the following:

- Special events
- Community relations

Under extraordinary circumstances, and with the authorization of the Chief of Police or his designee, the MCOPS may also be used for:

- Crime scenes
- Natural or man-made disasters
- Demonstrations
- Emergency services operations

In the event that the headquarters communications is disabled due to power failure, telephone failure, radio failure, or other unusual circumstance, the commanding officer of the patrol division on duty may authorize that the MCOPS vehicle be utilized as a temporary command center for police emergency operations.

The MCOPS vehicle shall not be used to transport prisoners or passengers.

##### **3. Authorization for use**

The MCOPS vehicle is not an emergency response vehicle. Under normal circumstances, the commanding officer of the Patrol Division, along with the commanding officer of the Community Police Services Division will determine in advance when and where the MCOPS vehicle shall be used.

The actual use of the MCOPS vehicle will be coordinated by the commanding officer of the Community Police Services Division.

##### **4. Qualifications and training**

In addition to the standard requirements to operate any police vehicle, operators of the MCOPS vehicle must have specialized training the operation, use and maintenance of the vehicle and equipment. The training shall include at least four (4) hours of driver training under the guidance of a trained MCOPS operator. Officers authorized as MPP operators shall also be authorized to operate the MCOPS vehicle.

The commanding officer of the Community Police Services Division shall be responsible for certifying those persons authorized to operate the MCOPS vehicle and shall designate those persons as MCOPS operators.

## **5. Responsibility for condition and maintenance**

The commanding officer of the Community Police Services Division is responsible for the general cleanliness and maintenance of the MCOPS vehicle, including arranging for the washing of the vehicle.

Each operator is responsible for the day to day cleanliness and upkeep including cursory checks of fluids, and visual inspection of the general motor area to detect obvious defects.

Operator and maintenance manuals for the various components of the MCOPS vehicle (such as generators, water pumps, water heaters, telephones, etc.) are maintained in a manual on board the MCOPS vehicle. Operators shall be familiar with the general operation and maintenance of the equipment.

## **6. Inspection**

Prior to placing the MCOPS vehicle into use, each operator shall conduct a visual inspection of the interior and exterior of the vehicle, noting the following:

- Visible damage
- Missing or defective parts
- Cleanliness
- Vehicle equipment (horn, wipers, headlights, etc)

Operators shall ensure that:

- All equipment is replenished
- All damage is noted and reported to the commanding officer of the Community Policing Unit

A log book of usage is maintained on board the MCOPS vehicle. Anytime the MCOPS vehicle is used, the operator shall enter into the log book:

- Purpose of use
- Date
- Location
- Number of hours used
- Operator's name

## **7. Equipment to be maintained**

The MCOPS vehicle is routinely stocked with the following equipment:

- Police radios
- Cellular phone(s)
- Flares
- First aid kit
- Fire extinguisher
- Reports and forms
- Tool kit
- Audio-visual equipment
- Usage/repair log

An inventory of the specific equipment, determined by the commanding officer of the Community Police Services Division is maintained on board the MCOPS vehicle.



## **8. Listing of persons/positions authorized to operate**

Only those persons authorized by the Chief of Police or his designee, or the Commanding Officer of the Community Police Services Division, may operate the MCOPS vehicle. Mobile Police Precinct operators shall also be designated operators of the Mobile Community Outreach Police Sub-Station (MCOPS). The Commanding Officer of the Community Police Services Division shall publish a listing of those designated as authorized operators in memo form.

### **10.6.7 Police Boats**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains marine patrol boats for use on the waters in and around the city for general law enforcement activities as well as search and rescue operations.

#### **2. Instruction, condition and limitation on usage**

Police boats shall be used for official police use only, and shall not be used for extra duty assignments, unless specifically directed by the Chief of Police or his designee.

Police boats shall be operated in compliance with all applicable laws.

Police boats shall not carry passengers except in the course of official police business and shall be used in accordance with manufacturer specifications including maximum gross weight, load restrictions, and maximum persons on board.

#### **3. Authorization for use**

The police boats will only be operated by officers assigned to the Marine Unit, and only by those authorized by the commanding officer of the Marine Unit to operate said boat.

#### **4. Qualifications and training required for operation**

All persons assigned to work aboard and/or operate a police boat must be a competent swimmer. In addition, the minimum qualifications required to operate a police boat shall include:

- Connecticut DEP Basic Boating Certification or equivalent
- Connecticut DEP Basic Boating Safety Law Enforcement Training Certification
- satisfactory completion of in-service training by commanding officer of Marine Unit

#### **5. Responsibility for condition and maintenance**

The commanding officer of the Marine Unit has the overall responsibility for the care, maintenance and repair of all police boats and related equipment.

Each operator has the responsibility for the cleanliness and day to day upkeep of patrol boats, including a cursory check of all fluids and visual inspection of the general motor and controls to detect obvious defects.

## **6. Inspection**

Prior to placing a police boat into service, each operator shall conduct a visual inspection of the interior and exterior of the boat, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- boat equipment (horn, siren, emergency lights, spotlights, etc.)
- emergency equipment (first aid kit, oxygen, etc.)

Operators shall ensure that:

- all equipment is replenished
- all damage is noted and reported to operator's supervisor

## **7. Equipment to be maintained**

Anytime a police boat is in use for routine operation, the following equipment shall be maintained on board:

- police radios
- marine band radio
- life jackets
- anchor line
- tow lines
- blanket
- oxygen
- fire extinguisher (fire fighting equipment)
- first aid kit
- pump

In addition and dependent upon the size and use of the boat, additional equipment may be maintained on board, at the discretion of the commanding officer. This additional equipment may include:

- SCUBA gear
- cold water suits
- harnesses
- electronic equipment (loran, radar, directional finder)
- other emergency equipment as deemed appropriate

## **8. Listing of persons/positions authorized to operate**

All sworn members of the Marine Unit are authorized to operate police boats, restricted only by job assignment and pursuant to items 1 through 7, unless otherwise directed by the Chief of Police or his designee or commanding officer of the Marine Unit.

From time to time, in order to maintain adequate and safe staffing, it may be necessary for the commanding officer of the Marine Unit to authorize non-Marine Unit personnel as mates on board a patrol boat, on a limited and temporary basis.

In emergency situations, the commanding officer or officer in charge of the Marine Unit may authorize any sworn member of the department to assist aboard a police boat. Adequate steps shall be taken to insure the safety of each officer on board, including the use of lifejackets, harnesses, safety lines, etc.

When assigning non-Marine Unit personnel aboard a vessel, the commanding officer of the Marine Unit shall give preference to officers in the following order:

- past Marine Unit experience
- general boating experience
- swimming competency

## **STAFFING OF POLICE BOATS**

### **Routine patrol and enforcement**

A minimum of two officers will be assigned aboard each vessel

The total number of officers assigned aboard each vessel shall be determined by the officer in charge and shall be based upon all available information and the nature of the activity.

## **10.6.8 Animal Control Vehicles**

### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains marked vehicles for use by the Animal Control Officer and Assistant Animal Control Officer in the performance of their duties. The vehicles are used to transport personnel, equipment, and animals.

### **2. Instructions, conditions and limitations on usage**

The animal control vehicles shall not be used by persons other than the Animal Control Officer and Assistant Animal Control Officer, except as directed by the Chief of Police or his designee or commanding officer of the patrol division on duty.

Animal control vehicles shall not be used to transport prisoners or other passengers.

### **3. Authorization for use**

Any officer requesting permission to utilize an animal control vehicle shall obtain authorization from the commanding officer of the patrol division, the Chief of Police, or his designee.

### **4. Qualifications and training required for operation**

Prior to using an animal control vehicle, operators shall familiarize themselves with the operation and functioning of the vehicle and specialized equipment contained therein, including, emergency lights, police radio, etc.

### **5. Responsibility for condition and maintenance**

The Animal Control Officer has the responsibility for the general maintenance and upkeep of all animal control vehicles.

Each operator has the responsibility for the day to day upkeep and cleanliness, including a cursory check of all fluids and visual inspection of the general motor area to detect obvious defects.

## **6. Inspection**

Prior to placing the vehicle into use, each operator shall conduct a visual inspection of the interior and exterior of the vehicle, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (horn, wipers, headlights, overhead lights, etc.)

Operators shall ensure that:

- the vehicle is washed, if necessary
- all equipment is replenished
- all damage is noted and reported to operator's supervisor

## **7. Equipment to be maintained**

Anytime an animal control vehicle is in use for routine operations, the following equipment must be present in the vehicle and in working condition:

- overhead emergency lights
- police radio
- first aid kit
- flares(12)
- security separator or cage (separating animals from operator)
- shovel
- fetch pole

## **8. Listing of persons/positions authorized to operate**

All sworn members of the Norwalk Department of Police Service are authorized to operate the vehicle as well as the Animal Control Officer and Assistant Animal Control Officer, restricted only by job assignment and pursuant to items 1 through 7, unless otherwise directed by the Chief of Police or his designee or the Animal Control Officer.

### **10.6.9 Police Bicycles**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a fleet of specially marked bicycles for use by officers and supervisors for general law enforcement, traffic control and routine patrol operations.

#### **2. Instructions, conditions and limitations on usage**

Police bikes shall not be used to transport passengers

### **3. Authorization for use**

Only officers assigned as "Bike Officers" are authorized to operate police bikes. An officer requesting permission to use a police bike for any other purpose, not previously authorized, shall obtain authorization from the Chief of Police or his designee.

### **4. Qualifications and training required for operation**

Prior to using a police bike, officers shall familiarize themselves with the operation of specialized equipment maintained on said bike. In addition, bike officers must receive specialized training in the use and operation of the police bike and its equipment, and be authorized by the bike unit supervisor.

### **5. Responsibility for condition and maintenance**

Each bike officer assigned to operate a police bike is responsible for the cleanliness and day to day upkeep of the police bike including routine maintenance.

### **6. Inspection**

Prior to placing a police bike into use, each operator shall conduct a visual inspection of the bike, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (horn, headlights, etc.)

Operators shall ensure that:

- the bike is clean, if necessary
- all equipment is replenished
- all damage is noted and reported to operator's supervisor

### **7. Equipment to be maintained**

Anytime a police bike is in use for routine patrol operations, the following equipment must be present in the vehicle and in working condition:

- reflectors
- headlight (night time hours)
- rear equipment bag
- report forms and citations

### **8. Listing of persons/positions authorized to operate**

Only those persons authorized as "bike officers" by the Chief of Police or his designee, or the commanding officer of the Community Police Services Division, may operate police bikes. The commanding officer of the Community Police Services Division shall publish a listing of those designated as authorized operators, in the memo form.

## **10.6.10 Marked Canine Vehicles**

### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains several marked police vehicles for use by officers and supervisors for general law enforcement, traffic control and routine patrol operations.

### **2. Instructions, conditions and limitations on usage**

Police canine vehicles shall not be used to transport passengers, except in the course of official law enforcement duties of as authorized by the commanding officer of officer in charge. Canine vehicles shall not be used to transport prisoners.

### **3. Authorization for use**

An officer requesting permission to use a marked canine vehicle for any other purpose, not previously authorized, shall obtain authorization from the Chief of Police or his designee, or commanding officer on duty of the patrol division.

### **4. Qualifications and training required for operation**

Prior to using a marked canine vehicle, officers shall familiarize themselves with the operation of specialized equipment maintained on said vehicle, including: police radio, siren, lights, shotgun rack, emergency equipment, etc.

### **5. Responsibility for condition and maintenance**

Each operator is responsible for the cleanliness and day to day upkeep of police vehicles, including a cursory check of all fluids and visual inspection of the general motor area to detect obvious defects.

### **6. Inspections**

Prior to placing a police vehicle into use, each operator shall conduct a visual inspection of the vehicle, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (horn, wipers, headlights, spotlight, overhead lights, siren, etc.)
- emergency equipment (oxygen, flares, first aid kit, etc)

Operators shall ensure that:

- the vehicle is washed, if necessary
- all equipment is replenished
- all damage is noted and reported to operator's supervisor

### **7. Equipment to be maintained**

Anytime a canine vehicle is used for routine patrol operations, the following equipment must be present in the vehicle and in working conditions:

- siren
- overhead emergency lights
- police radio
- shotgun (if qualified)
- first aid kit
- fire extinguisher
- oxygen
- flares
- waterbowl
- leash
- canine vehicle container

## **8. Listing of persons/positions authorized to operate**

Canine vehicles are individually assigned to each Canine Officer and only those officers are authorized to operate canine patrol vehicles, unless otherwise directed by the Chief of Police or his designee.

### **10.6.11 Police Segways**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a fleet of specially marked segways for use by officers and supervisors for general law enforcement, traffic control and routine patrol operations.

#### **2. Instructions, conditions and limitations on usage**

Police segways shall not be used to transport passengers

#### **3. Authorization for use**

Only officers assigned as trained "Segway Officers" are authorized to operate police segways. An officer requesting permission to use a police segway for any other purpose, not previously authorized, shall obtain authorization from the Chief of Police or his designee.

#### **4. Qualifications and training required for operation**

Prior to using a police segway, officers shall familiarize themselves with the operation of specialized equipment maintained on said segway. In addition, segway officers must receive training in the use of the equipment and be authorized by the commanding officer of the Community Police Services Division.

#### **5. Responsibility for condition and maintenance**

Each segway officer assigned to operate a police segway is responsible for the cleanliness and day to day upkeep of the police segway including routine maintenance.

#### **6. Inspection**

Prior to placing a police segway into use, each operator shall conduct a visual inspection of the segway, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (lights, storage area, reflectors, etc.)
- emergency equipment (first aid kit, siren, etc.)

Operators shall ensure that:

- the vehicle is washed if necessary
- all equipment is replenished
- all damage is noted and reported to the segway officer supervisor

## **7. Equipment to be maintained**

Anytime a police segway is in use for routine patrol operations, the following equipment must be present in the vehicle and in working condition:

- reflectors
- headlight (night time hours)
- first aid kit
- front mounted, detachable backpack
- report forms and citations

## **8. Listing of persons/positions authorized to operate**

Only those persons authorized as “segway officers” by the Chief of Police or his designee, or the commanding officer of the Community Police Services Division, may operate police segways. The commanding officer of the Community Police Services Division shall publish a listing of those designated as authorized operators in memo form.

### **10.6.12 Police Motorcycles**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a fleet of marked police motorcycles for use by officers and supervisors for general law enforcement, traffic control and routine patrol operations.

#### **2. Instructions, conditions and limitations on usage**

Police motorcycles shall not be used to transport passengers

#### **3. Authorization for use**

Only officers assigned as “Motorcycle Officers” are authorized to operate police motorcycles. An officer requesting permission to use a police motorcycle for any other purpose, not previously authorized, shall obtain authorization from the Chief of Police or his designee.

#### **4. Qualifications and training required for operation**

Prior to using a police motorcycle, officers shall familiarize themselves with the operation and maintenance of any specialized equipment on said vehicle. Operators must have a valid State of Connecticut motorcycle license endorsement and have completed an approved police motorcycle operators training course.



## **5. Responsibility for condition and maintenance**

Each officer assigned to operate a police motorcycle is responsible for the cleanliness and day to day upkeep of the police motorcycle including routine maintenance.

## **6. Inspection**

Prior to placing a police motorcycle into use, each operator shall conduct a visual inspection of the motorcycle, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (lights, storage area, reflectors, etc.)
- emergency equipment (lights, siren, etc.)

Operators shall ensure that:

- the vehicle is washed if necessary
- all equipment is replenished
- all damage is noted and reported to their supervisor

## **7. Equipment to be maintained**

Anytime a police motorcycle is in use for routine patrol operations, the following equipment must be present in the vehicle and in working condition:

- reflectors
- headlight (night time hours)
- report forms and citations

## **8. Listing of persons/positions authorized to operate**

Only those persons authorized by the Chief of Police or his designee may operate police motorcycles. The Deputy Chief of Operations shall publish a listing of those designated as authorized operators in memo form.

### **10.6.13 Crime Scene Van**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a crime scene van for the sole purpose of transporting Identification Unit equipment and personnel.

#### **2. Instructions, conditions and limitations on usage**

The crime scene van shall be utilized for the processing of major crime scenes. The crime scene van shall not be used to transport prisoners or other passengers.

### **3. Authorization for use**

The crime scene van is not an emergency response vehicle. Only officers assigned to the Identification Unit and authorized by commanding officer of the Identification Unit are authorized to operate the crime scene van.

### **4. Qualifications and training required for operation**

Prior to using the crime scene van, officers shall familiarize themselves with the operation of specialized equipment maintained on the van. In addition, Identification Unit officers must receive training in the use of the equipment and be authorized by the commanding officer of the Identification Unit, the Chief of Police or his designee.

### **5. Responsibility for condition and maintenance**

The commanding officer of the Identification Unit is responsible for the overall maintenance and upkeep of the crime scene van.

### **6. Inspection**

Prior to placing the crime scene van into use or at least monthly, each operator shall conduct a visual inspection of the van, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (lights, storage area, reflectors, etc.)
- emergency equipment (first aid kit, siren, etc.)
- generator

Operators shall ensure that:

- the vehicle is washed if necessary
- all equipment is replenished
- all damage is noted and reported to the Commanding Officer of the Identification Unit

### **7. Equipment to be maintained**

The crime scene van is used solely by and for the Identification Unit. The van shall contain a police radio and an assortment of specialized equipment, designated by the commanding officer of the Identification Unit. A specific listing of specialized equipment is located in the Identification Unit.

### **8. Listing of persons/positions authorized to operate**

Only officers authorized by commanding officer of the Identification Unit, the Chief of Police or his designee are authorized to operate the crime scene van.

## **10.6.14 Police All Terrain Vehicle (ATV)**

### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a specially marked ATV for use by officers and supervisors for general law enforcement, traffic control and routine patrol operations.

## **2. Instructions, conditions and limitations on usage**

Police ATV shall not be used to transport passengers

## **3. Authorization for use**

All sworn officers are authorized to operate the police ATV and are only restricted by job assignment. An officer requesting permission to use the police ATV for any other purpose, not previously authorized, shall obtain authorization from the Chief of Police or his designee.

## **4. Qualifications and training required for operation**

Prior to using a police ATV, officers shall familiarize themselves with the operation of specialized equipment maintained on said ATV. In addition, officers must receive training in the use of the equipment.

## **5. Responsibility for condition and maintenance**

Each officer assigned to operate a police ATV is responsible for the cleanliness and day to day upkeep of the police ATV including routine maintenance.

## **6. Inspection**

Prior to placing a police ATV into use, each operator shall conduct a visual inspection of the ATV, noting the following:

- visible damage
- missing or defective parts
- cleanliness
- vehicle equipment (lights, storage area, reflectors, etc.)
- emergency equipment (first aid kit, siren, etc.)

Operators shall ensure that:

- the vehicle is washed if necessary
- all equipment is replenished
- all damage is noted and reported to their supervisor

## **7. Equipment to be maintained**

Anytime a police ATV is in use for routine patrol operations, the following equipment must be present in the vehicle and in working condition:

- reflectors
- headlight (night time hours)
- first aid kit
- front mounted, detachable backpack
- report forms and citations

## **8. Listing of persons/positions authorized to operate**

All sworn members are authorized to operate the police ATV, restricted only by job assignment and pursuant to items 1 through 7, unless otherwise directed by the Chief of Police or his designee.

### **10.6.15 Marked Pick-up Truck**

#### **1. Objectives for operation and usage**

The Norwalk Department of Police Service maintains a marked pick-up truck style patrol vehicle for use by officers and supervisors to transport equipment, property, or evidence that may not fit in other vehicles and/or for specialized law enforcement operations.

#### **3. Instructions, conditions, and limitations on usage**

The police pick-up truck shall be used primarily for the following:

- transporting oversized property, equipment, or evidence
- selective enforcement assignments
- natural or man-made disasters
- snow removal
- special events
- demonstrations

The police pick-up truck shall not be used to transport prisoners or other passengers.

#### **3. Authorization for use**

An officer requesting permission to use the police pick-up truck for any purpose shall obtain authorization from the commanding officer of the Headquarters Unit, the Chief of Police, or his designee.

#### **4. Qualifications and training required for operation**

Prior to using the police pick-up truck, officers shall familiarize themselves with the operation of specialized equipment maintained on said vehicle. In addition, officers must receive additional training in the use of all snow plowing equipment.

#### **5. Responsibility for condition and maintenance**

The commanding officer of the Headquarters Unit is responsible for the overall maintenance and upkeep of the police pick-up truck.

Each officer assigned to operate the police pick-up truck is responsible for the cleanliness and day to day upkeep of the vehicle including routine maintenance.

#### **6. Inspection**

Prior to placing the police pick-up truck into use, each operator shall conduct a visual inspection of the vehicle, noting the following:

- visible damage

- missing or defective parts
- cleanliness
- vehicle equipment (lights, storage area, reflectors, etc.)
- emergency equipment (first aid kit, siren, etc.)

Operators shall ensure that:

- the vehicle is washed if necessary
- all equipment is replenished
- all damage is to be documented and reported to the commanding officer of the Headquarters Unit

## **7. Equipment to be maintained**

Anytime the police pick-up truck is in use, the following equipment must be present in the vehicle and in working condition:

- police radio
- siren
- overhead emergency lights
- flares

## **8. Listing of persons/positions authorized to operate**

All sworn members are authorized to operate the police pick-up truck, restricted only by job assignment and pursuant to items 1 through 7, unless otherwise directed by the commanding officer of the Headquarters Unit, the Chief of Police, or his designee.

### **10.6.16 Use of Hand Held Mobile Telephones and Mobile Electronic Devices**

Hand Held Mobile Telephone - a mobile telephone with which a user engages in a call using at least one hand.

Mobile Electronic Device - any hand held or other portable electronic equipment capable of providing data communication between two or more persons, including a text messaging device, a paging device, a personal digital assistant, a laptop computer, equipment that is capable of playing a video game or a digital video disk, or equipment on which digital photographs are taken or transmitted, or any combination thereof.

No police personnel shall operate any police vehicle upon any roadway while using a hand held mobile telephone to engage in a call or while using a mobile electronic device while such vehicle is in motion, unless using a hands free device. When police personnel find it necessary to make or receive a call while operating a vehicle, without using a hands free device, they shall pull to the side of the roadway and come to a complete stop prior to doing so, and shall remain stopped until the call is complete. Any operator of the police vehicle who holds a hand held mobile telephone to, or in the immediate proximity of, his or her ear while such vehicle is in motion is presumed to be engaging in a call within the meaning of this directive. Texting while operating a vehicle is strictly prohibited.

This directive shall not apply when under exigent circumstances, the police personnel are in the performance of official duties and within the scope of his or her employment or coordinating a tactical operation/response.

#### **10.6.17 Use of Police Vehicles at Extra Duty Assignments**

Unless otherwise approved, officers shall not remain inside vehicles at extra duty job sites. Vehicles are provided only for higher visibility and for the safety of all parties. Shift supervisors shall inspect extra duty job sites on a regular basis, utilizing a list of assignments provided by the extra work office. Violations shall be documented and forwarded through the chain of command.

## **CHAPTER 10.0**

### **APPENDIX A**

#### **EMERGENCY SERVICES UNIT PERSONNEL SELECTION GUIDE**

The Norwalk Police Department Emergency Services Unit shall consist of the; Tactical Response Team (TRT), Self Contained Underwater Breathing Apparatus Team (SCUBA), Crisis Negotiating Team (CNT), Intelligence Team, and K-9 unit.

##### **Personnel Selection**

The nature of the Emergency Services Unit (ESU) operations requires disciplined physically fit, mission-capable professionals. The Norwalk Police Emergency Services Unit will select its members through a fair and non-discriminatory process that measures the applicants' ability to be trained in the essential tasks deemed necessary for the performance of any special operation or ESU mission.

History has demonstrated and ESU experts agree that there are certain personality traits and individual abilities necessary in the make-up of an ESU officer. Those personality traits are honor, courage, self-discipline, initiative, decisiveness, responsibility, loyalty and a "teamwork" concept. The individual abilities possessed are physically fit, fine motor skills, superior shooting skills and the ability to competently perform while under great stress. Applicants who have these traits and abilities are more capable of being trained in the essential tasks required for ESU service.

The selection process for Emergency Service Unit members will be designed to measure the quality of a candidate against these traits and abilities. The selection process will be as follows:

##### **Application for ESU**

###### **Stage One:**

When announcement is made of an ESU opening, applicants who meet the following criteria may apply in writing:

- A full time sworn member of the Norwalk Police Department in good standing. Have minimum of three years (five years for CNT) of service with the Norwalk Police Department, after the completion of the Norwalk Police Department Field Training Program, or five years of commensurate experience and training in applicable fields from another law enforcement agency as deemed relevant by the Chief of Police.
- Present a letter of interest to the Chief of Police or his/her designee.
- Have no record of disciplinary action in the three years prior to application to E.S.U. Disciplinary action is defined as action taken by the Norwalk Police Department which has resulted in the applicant receiving suspension from duty or time off without pay. All other discipline will also be reviewed.

##### **Testing TRT**

###### **Stage Two:**

Applicants who meet the above Application criteria will be invited to partake in the testing process. Testing will consist of the following events:

1) **Physical Conditioning Test:** Each applicant must successfully pass the Cooper Test at 60% for their age group. This is a Pass/Fail event. Passing applicants will then be invited to the firearms test.

2) **Firearms Test:** Each applicant will have to pass the Norwalk Police Department standard firearms course for their service pistol with the score of a 290 or better (missing no more than (2) rounds). This is a Pass/Fail event. Passing participants will then be invited to participate in the oral interview.

3) **Oral Interview:** Each applicant will participate in an oral interview in which a series of pre-developed questions will be asked. The interview panel will consist of the Chief of Police or his designee and three members of the ESU/TRT leadership personnel.

### **Scoring and Selection TRT**

#### **Stage Three:**

Once the testing has been completed, a pool of candidates will be created. Candidates will then be selected from the pool for the ESU/TRT openings. Applicants must pass all phases of the testing to be included in the candidate pool. Once the current openings have been filled the list will expire. Appointment and retention to ESU is at the sole discretion of the Chief of Police.

### **Probationary Status TRT**

Once selected as a member of TRT, the candidate will have a one year probationary status. The probationary period starts immediately upon selection to the team. Failure to successfully complete the Basic S.W.A.T. Course will result in immediate dismissal from the team. During the probationary period, the candidate may be referred to the Chief of Police for dismissal from the team without cause, upon consensus of the ESU/TRT leadership that it is in the best interest of the team. The Chief of Police will have final determination on dismissal.

### **Dismissal TRT**

All TRT team members must maintain adequate levels of performance and physical fitness. Failure to maintain acceptable levels of performance or physical fitness is grounds for dismissal from the team. All testing is mandatory. In addition, if there is a consensus of the TRT leaders, that a team member should be removed for any other reason, the recommendation will be referred to the Chief of Police for potential dismissal.

Firearms qualification tests will be conducted twice per year (Pistol and Rifle). When a team member fails a test, they will be allowed immediate remediation and then be re-tested. Failure to pass the re-test will result in the team member being placed in a non-deployable status. The member will have 30 days to improve their skills and schedule a re-test with the training division. Failure to take and pass a re-test within 30 days will result in dismissal from the team.

Any team member, who is placed in a non-deployable status twice in a twelve month period, will be reviewed by the team leadership for possible dismissal referral.

Any team member that misses 3 days or more days of in-house monthly training per calendar year will be reviewed by the team leadership for possible dismissal. Training is mandatory and shall take priority over extra work and/or overtime hires. Members will notify the team leaders a minimum of four days prior to the training if they are unable to attend for any reason.



A physical fitness test will be conducted once a year. A team member who is unable to attend the scheduled test must schedule and pass a make-up test with the training division within 30 days. Failure to take or pass any physical fitness test will result in the member being placed in a non-deployable status for the period of 30 days. The member will have 30 days to improve their fitness level and schedule a re-test with the training division. Failure to take and pass a re-test within 30 days will result in dismissal from the team.

If the failure to take and/or pass the test is due to the existence of a valid injury, as determined by the ESU Commander or a doctor, the member will be given up to 90 days, based on the nature of the injury, to pass the test. If 90 days is insufficient, based on a doctor's report, the member will be placed on temporary medical leave of absence from TRT duties and will be required to receive a doctor's clearance for return to TRT duties. At 180 days medical leave of absence the team commanders will review the member's status. A member requiring longer rehabilitation of an injury will be granted on a case-by-case basis.

Any team member who is convicted of a crime, or loses certification under P.O.S.T. guidelines, whether temporary or permanent, will be immediately dismissed from the team with no chance for a return to TRT. Any team member who receives time off without pay or suspension due to disciplinary action will be immediately dismissed from the team. Return to the team will be as provided for under "Reselection" below.

Any Accidental Discharge (AD) by a team member (On or Off Duty) will result in one of the following actions:

- If the AD did not injury anyone: the team member will be immediately placed in a non-deployable status for a minimum of 30 days. The member will participate in a weapons retraining process as determined by the Training Division Commander prior to returning to active team member status.
- If the AD caused injury, the member will be immediately dismissed with no possibility of return to the team. Additionally, the member will participate in a weapons retraining process as determined by the Training Division Commander as soon as possible but no later than 30 days.

Any team member who fails to adequately maintain assigned equipment may be dismissed from the team. Any team member who loses team equipment, through negligence, will be required to replace the equipment. If the lost equipment is sensitive in nature, such as weapons, explosives, Flash Bangs or any items that can cause injury, the team member will also be referred for dismissal from the team.

Any team member may voluntarily withdraw from the team at any time by giving written notice to the ESU commander.

### **Reselection TRT**

Past TRT members who have left the team under circumstances involving a leave of absence, voluntary withdrawal, or failure to maintain adequate levels of performance or physical fitness, may reapply to TRT. Preference for filling an existing opening may be given to past member when a consensus of the team leadership feels it is appropriate. Under these circumstances, past members do not need to go through the full applicant process. The past member will be given the physical fitness TRT entry test and firearms qualification test, which they must pass to be considered for reinstatement to TRT. The Chief of Police will make the final determination. All standards for continued membership on the team then apply.

## **Testing Scuba**

### **Stage Two:**

Applicants who meet the Stage One Application criteria for ESU will be invited to partake in the testing process. Testing will consist of the following events:

1) **Physical Conditioning Test:** Each applicant must successfully pass the Coopers Test at 60% for their age group. This is a Pass/Fail event. Passing applicants will then be invited to the Physical Conditioning Test.

2) **Physical Conditioning Test:** Passing applicants will then be invited to a water proficiency evaluation.

### **Water Proficiency Evaluation:**

- 500 yard swim with mask & fins (no time limit)
- Tread water
- Free dive, retrieve object at deep end of pool.
- Discover dive; 5 minutes with gear at shallow end of pool.
- Attend a dive with the team

3) **Oral Interview:** Each applicant who passed the previous tests will participate in an oral interview in which a series of pre-developed questions will be asked. The interview panel will consist of the Chief of Police or his designee and three members of the ESU/SCUBA leadership personnel.

## **Scoring and Selection Scuba**

### **Stage Three:**

Once the testing has been completed, a pool of the candidates will be created. Candidates will then be selected from the pool for the ESU/SCUBA openings. Applicants must pass all phases of the testing to be included in the candidate pool. Once the current openings have been filled the list will expire. Appointment and retention to ESU is at the sole discretion of the Chief of Police.

## **Probationary Status Scuba**

Once selected as a member of SCUBA, the candidate will have a one year probationary status. The probationary period starts immediately upon selection to the team. Failure to successfully complete the Basic Open Water Course will result in immediate dismissal from the unit. During the probationary period, the candidate may be referred to the Chief of Police for dismissal from the team without cause, upon consensus of the ESU/SCUBA leadership that it is in the best interest of the team. The Chief of Police will have final determination on dismissal.

## **Dismissal Scuba**

All SCUBA members must maintain adequate levels of performance and physical fitness. Failure to maintain acceptable levels of performance or physical fitness is grounds for dismissal from the team. All testing is mandatory. In addition, if there is a consensus of the SCUBA leaders, that a team member should be removed for any other reason, the recommendation will be referred to the Chief of Police for potential dismissal.

Any team member, who is placed in a non-deployable status twice in a twelve month period, will be reviewed by the team leadership for possible dismissal referral.

Any team member that misses 3 days or more days of in-house monthly training per calendar year will be reviewed by the team leadership for possible dismissal. Training is mandatory and shall take priority over extra work and/or overtime hires. Members will notify the team leaders a minimum of four days prior to the training if they are unable to attend for any reason.

A physical fitness test will be conducted once a year. A team member who is unable to attend the scheduled test must schedule and pass a make-up test with the training division within 30 days. Failure to take or pass any physical fitness test will result in the member being placed in a non-deployable status for the period of 30 days. The member will have 30 days to improve their fitness level and schedule a re-test with the training division. Failure to take and pass a re-test within 30 days will result in dismissal from the team.

If the failure to take and/or pass the test is due to the existence of a valid injury, as determined by the SCUBA Commander or a doctor, the member will be given up to 90 days, based on the nature of the injury, to pass the test. If 90 days is insufficient, based on a doctor's report, the member will be placed on temporary medical leave of absence from SCUBA duties and will be required to receive a doctor's clearance for return to SCUBA duties. At 180 days medical leave of absence the team commanders will review the member's status. A member requiring longer rehabilitation of an injury will be granted on a case-by-case basis.

Any team member who is convicted of a crime, or loses certification under P.O.S.T. guidelines, whether temporary or permanent, will be immediately dismissed from the team with no chance for a return to SCUBA. Any team member who receives time off without pay or suspension due to disciplinary action will be immediately dismissed from the team. Return to the team will be as provided for under "Reselection" below.

Any Accidental Discharge (AD) by a team member (On or Off Duty) will result in one of the following actions:

- If the AD did not injury anyone: the team member will be immediately placed in a non-deployable status for a minimum of 30 days. The member will participate in a weapons retraining process as determined by the Training Division Commander prior to returning to active team member status.
- If the AD caused injury, the member will be immediately dismissed with no possibility of return to the team. Additionally, the member will participate in a weapons retraining process as determined by the Training Division Commander as soon as possible but no later than 30 days.

Any team member who fails to adequately maintain assigned equipment may be dismissed from the team. Any team member who loses team equipment, through negligence, will be required to replace the equipment

Any team member may voluntarily withdraw from the team at any time by giving written notice to the ESU commander.

### **Reselection Scuba**

Past SCUBA members who have left the team under circumstances involving a leave of absence, voluntary withdrawal, or failure to maintain adequate levels of performance or physical fitness, may reapply to SCUBA. Preference for filling an existing opening may be given to past member when a consensus of the team leadership feels it is appropriate. Under these circumstances, past members do not need to go through the full applicant process. The past member will be given the physical fitness SCUBA entry test. The Chief of Police will make the final determination. All standards for continued membership on the team then apply.

## **Testing K-9 Unit**

### **Stage Two:**

Applicants who meet the Stage One Application criteria for ESU will be invited to partake in the testing process. Testing will consist of the following events:

1) **Physical Conditioning Test:** Each applicant must successfully pass the Coopers Test at 50% for their age group. This is a Pass/Fail event. Passing applicants will then be invited to the Oral Interview.

2) **Oral Interview:** Each applicant will participate in an oral interview in which a series of pre-developed questions will be asked. The interview panel will consist of the Chief of Police or his designee, the ESU Commander or his designee, the K-9 unit supervisor, a current member of the K-9 unit, and a K-9 specialist from an outside agency.

## **Scoring and Selection K-9 Unit**

### **Stage Three:**

Once the testing has been compiled, a pool of the candidates will be created. Candidates will then be selected from the pool for the ESU/K-9 unit openings. Applicants must pass all phases of the testing to be included in the candidate pool. Once the current openings have been filled the list will expire. Appointment and retention to ESU is at the sole discretion of the Chief of Police.

## **Probationary Status**

Once selected as a member of the K-9 Unit, the candidate will have a one year probationary status. The probationary period starts immediately upon selection to the team. Failure to successfully complete the Basic K-9 School along with state and national K-9 certifications tests will result in immediate dismissal from the team. During the probationary period, the candidate may be referred to the Chief of Police for dismissal from the team without cause, upon consensus of the K-9 Unit supervisor and ESU Commander that it is in the best interest of the Unit. The Chief of Police will have final determination on dismissal.

## **Dismissal**

All K-9 Unit members must maintain adequate levels of performance and physical fitness. Failure to maintain acceptable levels of performance or physical fitness is grounds for dismissal from the Unit. All testing is mandatory. In addition, if there is a consensus of the K-9 Unit Supervisor and the ESU Commander that a team member should be removed for any other reason, the recommendation will be referred to the Chief of Police for potential dismissal.

Any team member who is convicted of a crime, or loses certification under P.O.S.T. guidelines, whether temporary or permanent, will be immediately dismissed from the team with no chance for a return to the K-9 Unit. Any team member who receives time off without pay or suspension due to disciplinary action will be immediately brought in front of a panel consisting of the Chief of Police, ESU Commander, and the K-9 Unit Supervisor to determine their continued status with the K-9 Unit. Return to the team will be as provided for under "Reselection" below.

Any team member who fails to adequately maintain assigned equipment may be dismissed from the team. Any team member who loses team equipment, through negligence, will be required to replace the equipment.

Any team member may voluntarily withdraw from the team at any time by giving written notice to the ESU commander.

Any Accidental Discharge (AD) by a team member (On or Off Duty) will result in one of the following actions:

- If the AD did not injury anyone: the team member will be immediately placed in a non-deployable status for a minimum of 30 days. The member will participate in a weapons retraining process as determined by the Training Division Commander prior to returning to active team member status.
- If the AD caused injury, the member will be immediately dismissed with no possibility of return to the team. Additionally, the member will participate in a weapons retraining process as determined by the Training Division Commander as soon as possible but no later than 30 days.

Any team member who fails to adequately maintain assigned equipment may be dismissed from the team. Any team member who loses team equipment, through negligence, will be required to replace the equipment.

### **Reselection K-9 Unit**

Past K-9 unit members who have left the team under circumstances involving a leave of absence, voluntary withdrawal, or failure to maintain adequate levels of performance or physical fitness, may reapply to the K-9 unit. Preference for filling an existing opening may be given to past member when a consensus of the team leadership feels it is appropriate. Under these circumstances, past members do not need to go through the full applicant process. The past member will be given the physical fitness K-9 unit entry test, which they must pass to be considered for reinstatement to the K-9 unit. The Chief of Police will make the final determination. All standards for continued membership on the team then apply.

### **Testing CNT and Intelligence Team**

#### **Stage Two:**

Applicants who meet the Stage One Application criteria for ESU will be invited to partake in the testing process. Testing will consist of the following events:

1) **Oral Interview:** Each applicant will participate in an oral interview in which a series of pre-developed questions will be asked. The interview panel will consist of the Chief of Police or his designee, the ESU Commander or his designee, the CNT or Intelligence unit supervisor (depending on the position being interviewed), and a current member of the CNT or Intelligence unit respectively.

### **Scoring and Selection CNT and Intelligence Team**

#### **Stage Three:**

Once the testing has been compiled, a pool of the candidates will be created. Candidates will then be selected from the pool for the ESU CNT and/or Intelligence Unit openings. Applicants must pass all

phases of the testing to be included in the candidate pool. Once the current openings have been filled the list will expire. Appointment and retention to ESU is at the sole discretion of the Chief of Police.

### **Probationary Status**

Once selected as a member of the CNT or Intelligence Unit, the candidate will have a one year probationary status. The probationary period starts immediately upon selection to the team. During the probationary period, the candidate may be referred to the Chief of Police for dismissal from the team without cause, upon consensus of the CNT or Intelligence Unit supervisor (respectively) and ESU Commander that it is in the best interest of the Unit. The Chief of Police will have final determination on dismissal.

### **Dismissal**

All CNT and Intelligence Unit members must maintain adequate levels of performance. Failure to maintain acceptable levels of performance is grounds for dismissal from the respective Unit. In addition, if there is a consensus of the CNT or Intelligence Unit Supervisor and the ESU Commander that a team member should be removed for any other reason, the recommendation will be referred to the Chief of Police for potential dismissal.

Any team member who is convicted of a crime, or loses certification under P.O.S.T. guidelines, whether temporary or permanent, will be immediately dismissed from the team with no chance for a return to the CNT or Intelligence Unit. Any team member who receives time off without pay or suspension due to disciplinary action will be immediately brought in front of a panel consisting of the Chief of Police, ESU Commander, and the CNT or Intelligence Unit Supervisor respectively, to determine their continued status with the CNT or Intelligence Unit. Return to the team will be as provided for under "Reselection" below.

Any team member who fails to adequately maintain assigned equipment may be dismissed from the team. Any team member who loses team equipment, through negligence, will be required to replace the equipment.

Any team member may voluntarily withdraw from the team at any time by giving written notice to the ESU commander.

Any Accidental Discharge (AD) by a team member (On or Off Duty) will result in one of the following actions:

- If the AD did not injury anyone: the team member will be immediately placed in a non-deployable status for a minimum of 30 days. The member will participate in a weapons retraining process as determined by the Training Division Commander prior to returning to active team member status.
- If the AD caused injury, the member will be immediately dismissed with no possibility of return to the team. Additionally, the member will participate in a weapons retraining process as determined by the Training Division Commander as soon as possible but no later than 30 days.

Any team member who fails to adequately maintain assigned equipment may be dismissed from the team. Any team member who loses team equipment, through negligence, will be required to replace the equipment.

### **Reselection CNT and Intelligence Team**

Past CNT or Intelligence Unit members who have left the team under circumstances involving a leave of absence, voluntary withdrawal, or failure to maintain adequate levels of performance may reapply to the CNT or Intelligence Unit respectively. Preference for filling an existing opening may be given to past member when a consensus of the team leadership feels it is appropriate. Under these circumstances, past members do not need to go through the full applicant process. The Chief of Police will make the final determination. All standards for continued membership on the team then apply.





## CHAPTER 10.0

### APPENDIX B

#### THREAT ASSESSMENT MATRIX

When a situation develops that may present a heightened level of risk and/or threat, and it is practicable to do so based on time constraints and incident urgency, a Threat Assessment Matrix form, NPD 119, shall be completed as indicated bellow.

- Prior to the execution of a search warrant that would require entering a dwelling or vehicle where a felonious investigation is being conducted, and/or a possible occupant may pose a risk.
- Prior to the service of a felonious arrest warrant which involved the use or threatened use of a weapon, or where the wanted subject committed an act of violence and has access to a firearm.

Threat Assessment Matrix form shall be completed by the division supervisor who means to serve such warrant to determine the risk that may be present. Depending on the numerical score of the total risk points assigned by the Matrix, the ESU commander shall be consulted for additional review to determine if the Tactical Team shall be utilized.

The following score ranges shall be used:

<u>1-16 points</u>	=	Consulting with ESU commander is <b>optional</b>
<u>17-24 points</u>	=	Consulting with ESU commander is <b>mandatory</b>
<u>25+ points</u>	=	Activation of ESU is <b>mandatory</b>

The following are overriding exemptions regardless of points:

##### Mandatory Consultation with ESU commander

- the subject has a police or military background
- the target site is fortified

##### Mandatory Activation of ESU

- Rifle (full auto, semi-auto, bolt lever action) subject known or believed to possess
- Explosives



## CHAPTER 11.0

### ARRESTS, DETENTION, PRISONER PROCESSING AND TRANSPORTATION

#### 11.1 USE OF FORCE

##### 11.1.1 Use of Force (general)

The Norwalk Department of Police Service recognizes the value of human life and is committed to respecting human rights and the dignity of every individual and the Constitutional right to be free from excessive force, whether deadly or not, by a law enforcement officer. The use of force, especially force likely to result in serious bodily injury or death is a serious action. When deciding whether to use force, officers shall act within the boundaries of the United States and Connecticut Constitutions and laws, ethics, good judgment, this use of force policy, and all other relevant department policies, practices, and training.

Officers should ensure that they do not engage in unreasonable actions that precipitate the use of force as a result of tactical, strategic, and procedural errors that place themselves or others in jeopardy. The value of all human life should be appropriately weighed in the decision process. Above all, the safety of the public and the officer must be the overriding concern whenever the use of force is considered.

With these values in mind, officers shall use only that force that appears reasonably necessary to effectively bring an incident under control, while protecting the lives of the officer or another, as per Connecticut General Statute 53a-22 to include subsequent changes and revisions. The use of force under certain circumstances is permitted by law (Connecticut General Statutes) and a police officer is authorized to exercise force in those circumstances. The unnecessary use of force is contrary to law and places the Department in a position of civil liability and places the officer in a position of civil and criminal liability. Therefore the unnecessary use of force is prohibited.

Members of the Norwalk Department of Police Service are strictly prohibited from the use of excessive physical force against any individuals engaged in non-violent civil rights demonstrations. Peaceful demonstrations will be closely monitored and, in the event that arrests are necessary, they will be carried out in a calm and quiet manner using only such force sufficient to secure the prisoner. There will be no use of pain compliance holds on non-violent persons involved in a demonstration. Individual rights shall be respected as guaranteed in the Constitution of the United States and the Constitution of the State of Connecticut.

##### 11.1.2 Definitions

Deadly Physical Force: Physical force which can be reasonably expected to cause death or serious physical injury (CGS 53a-3(5)).

Serious Physical Injury: Physical injury which creates a substantial risk of death, or which causes serious disfigurement, impairment of health or loss or impairment of the function of any bodily organ. (CGS 53a-3(4)).

Reasonable Belief: A reasonable belief that a person has committed an offense means a reasonable belief in facts or circumstances which if true, would in law constitute an offense (CGS 53a-22).

Imminent: Likely to occur at any moment; impending.

Immediate: Occurring or accomplished without delay; instant.

De-escalation: A decrease in the severity of force used in an incident in direct response to a decrease in the level of resistance.

Non-Deadly Force: Any use of force other than that which considered deadly force.

Probable Cause: Where facts and circumstances known to the officer, or those circumstances on which he has reasonable reliable information, are sufficient to lead a reasonable person to believe that the person to be arrested has committed, or is committing a crime.

Substantial Risk: A realistic danger or probability of an event occurring. Not just a mere possibility of something happening, but a practical certainty it will happen.

Reasonable Force: The level of force that is objectively reasonable and necessary to accomplish a lawful purpose.

Officers are permitted to use force to affect an arrest only to the extent that it is 'objectively reasonable' under the circumstances (Graham v Connor, 490 U.S. 386, 397, 109 S. Ct. 1865, 104 L.Ed.2d 443). The reasonableness of an officer's use of force under the Fourth Amendment requires careful attention to the totality of the facts and circumstances known by the officer prior to using force, including:

- The severity of the crime at issue and
- Whether the suspect poses an immediate threat to the safety of the officer(s) or others and
- Whether the suspect is actively resisting arrest or attempting to evade arrest by flight.

Physical Force: Any physical force or instrumental contact with a person, any intentional attempt at a physical strike or instrumental contact, or any significant physical contact that restricts the movement of a person. Officers shall allow individuals time to submit to arrest before physical force is used whenever possible. Using physical force against persons in handcuffs is prohibited except in emergencies in which a reasonable officer would believe that bodily harm to another person or persons is imminent, to prevent escape, or actively resisting.

The term includes the discharge of a firearm, pointing a firearm in the direction of a human being, use of chemical spray, pointing a conducted energy weapon (CEW) laser dot at or projected onto a person and/or spark display used to gain compliance; chokehold or hard hands; taking a subject to the ground; or the deployment of a canine. The term does not include escorting or handcuffing a person with no resistance.

Less Lethal Force: A use of force which is not likely to cause death or serious physical injury.

Active Resistance: Any physical act or failure to act undertaken by a subject, against an officer, that could reasonably interfere with or defeat a lawful attempt by the officer to gain control of the subject.

It is important for officers to bear in mind that there are many reasons a suspect may be resisting arrest or may be unresponsive. The person in question may not be capable of understanding the gravity of the situation. The person's reasoning ability may be dramatically affected by a number of factors, including but not limited to:

- A medical condition
- Mental impairment
- Developmental disability
- Physical limitation
- Language

- Drug interaction
- Emotional crisis

Therefore, it is possible that a person's mental state may prevent a proper understanding of an officer's commands or actions. In such circumstances, the person's lack of compliance may not be a deliberate attempt to resist the officer. An officer's awareness of these possibilities, when time and circumstances reasonably permit, should then be balanced against the facts of the incident facing the officer when deciding which tactical options are the most appropriate to bring the situation to a safe resolution.

If time and circumstances reasonably permit, request a CIT officer respond to the scene for assistance.

Chokehold: A method of holding someone by putting your arm around the person's neck with enough pressure to reduce or prevent either air or blood from passing through the neck of such person. The restriction of one or both may lead to unconsciousness or even death if the hold is maintained.

Use of Force Continuum: The determinant regarding the acceptable level of force. (Lethal/non-lethal) that may be used in any given set of circumstances is that level that the police officer reasonably believes is necessary to accomplish his/her lawful purpose. The various levels of force or control techniques/tactics are referred to as "The Use of Force Continuum". These levels may be set forth as follows:

- officer's presence in uniform
- verbal and non-verbal communications and commands
- passive control
  - \* pain compliance holds
  - \* pressure point control tactics
  - \* escort techniques
  - \* light subject control
  - \* above could be with or without a Monadnock Expandable Baton or other impact weapon
- oleoresin capsicum (pepper spray)--electronic devices / conducted energy weapon (cew) (Taser)
- decentralization
  - \* heavy techniques of subject control
  - \* defensive tactics
  - \* choke holds are not permitted unless deadly force is warranted
  - \* above could be with or without a Monadnock Expandable Baton or other impact weapon
- impact implements (Monadnock Expandable Baton)
- lethal force

Police officers are entitled to enter the continuum at that level they reasonably believe is necessary to control the situation and accomplish their lawful purpose. Police officers are required to de-escalate within the continuum when they reasonably believe control may be maintained and their lawful purpose accomplished by such lesser degree of force. However, police officers are never required to place themselves, or third persons, in a situation that exposes them to an unreasonable risk of danger or injury.

An officer who witnesses inappropriate, unnecessary, unreasonable, or excessive use of force by another officer shall report it immediately to their supervisor or division commander.

Officers who are off-duty and become involved in any use of force situation must report the circumstances to an on-duty supervisor or division commander as soon as the situation is stabilized.

### **Edged Weapons**

When confronted by a suspect armed with a deadly weapon, including edged weapons, an officer should weigh the totality of the facts and circumstances of each situation. Practical considerations may include, but are not limited to, the proximity of the suspect to the officer(s) and other persons, how rapidly the circumstances are evolving, and the use of force options that may be necessary, appropriate, and available.

Officers should recognize that, when reasonable to do so with safety to officers and other persons in the vicinity, disengagement, repositioning, cover, concealment, barriers, or tactical retreat, although not required by law, may be a preferable police response to a confrontation.

### **11.1.3 Reasonable Non-Deadly Physical Force**

An officer is justified in using reasonable non-deadly physical force on another person when and to the extent he reasonably believes it necessary to:

- Affect an arrest or prevent an escape from custody of a person whom he reasonably believes to have committed an offense, unless he knows that the arrest or custody is unauthorized.
- Defend himself or a third person from the use or imminent use of physical force while affecting or attempting to affect an arrest or while preventing or attempting to prevent an escape (CGS 53a-22).
- To thwart the acts of another he reasonably believes is about to commit suicide or to inflict serious physical injury upon himself (CGS 53a-22).

### **11.1.4 Deadly Physical Force**

The use of deadly physical force by sworn officers is permitted under the following circumstances:

1. To defend the officer or another person from what the officer reasonably believes to be the use or imminent use of deadly physical force.
2. To effect an arrest or prevent the escape from custody of a person whom he reasonably believes has committed or attempted to commit a felony which involved the infliction or threatened infliction of serious physical injury;
  - a) **AND** where feasible, he has given warning of his intent to use deadly physical force
  - b) **AND** the officer reasonably believes that the person still poses an immediate threat to the officer or a third party through the use of deadly physical force to the officer or a third person.

The department policy on use of deadly force in this situation is more restrictive than state law.

### **11.1.5 Issuance of Directive**

Every sworn member of the department shall be provided with a copy of this policy, and will be instructed on the policy and procedures contained herein, prior to being issued and authorized to carry any lethal or less lethal weapon and at each retraining session thereafter.

### **11.1.6 Unauthorized Discharge of a Firearm**

Officers will not discharge firearms under the following situations:

- As warning or attention shots.
- At another person unless the circumstances are such that the officer would be justified under the law for the use of deadly physical force.
- Where there is the likelihood of serious injury to persons other than the person to be apprehended.
- To solely protect property.
- At a moving vehicle, see below.

#### **Motor Vehicles**

Firearms shall not be discharged at a moving or fleeing vehicle unless deadly force is being used against the police officer or another person present.

Firing at moving vehicles is not recommended for the following reasons:

- Firing at a moving vehicle may have very little impact on stopping the vehicle.
- Disabling the driver may result in an uncontrolled vehicle and the likelihood of injury to occupants of the vehicle (who may not be involved in the crime) may be increased when the vehicle is either out of control or shots are fired into the passenger compartment.

Officers shall exercise good judgment and not move into or remain in the path of a moving vehicle. Moving into or remaining in the path of a moving vehicle, whether deliberate or inadvertent, shall not be justification for discharging a firearm at the vehicle or any occupant. An officer in the path of a vehicle shall attempt to move to a position of safety, if possible, rather than discharging a firearm at the vehicle or any of the occupants.

It is understood that the policy in regards to discharging a firearm at a moving vehicle may not cover every situation. Any deviations shall be examined rigorously on a case by case basis.

See Directive 4.7.3, Pursuit Policy, for further unauthorized discharge of firearms policy.

### **11.1.7 Carrying of Firearms by Active Officers**

#### **Off –Duty**

Off duty officers may elect to carry their issued/authorized pistols and ammunition when in the City of Norwalk for the purpose of enforcing the law.

#### **Privately Owned Firearms**

Officers who carry privately owned firearms off duty shall be governed by Connecticut General Statutes.

Officers must request and receive written permission from the Chief of Police to carry privately owned firearms for the purpose of enforcing the law as a police officer. Officers must have in their training service record proof of qualifications, annually, utilizing the police standard in use for members of the department.

### **11.1.8 Carrying of Firearms by Retired Officers**

The H.R. 218, Law Enforcement Officer's Safety Act of 2004 and the Law Enforcement Officer's Safety Act Improvements Act, S.1132, provides for qualified retired officers to carry a concealed firearm. Prior to participating in annual firearms qualifications, retired officers must:

- a) be in good standing with the Department,
- b) sign a statement asserting that they realize they no longer have police powers, and
- c) the City of Norwalk assumes no liability for any actions they take as an individual

Retired officers requesting to carry a firearm under H.R. 218 must successfully qualify annually in a Department approved sixty (60) round qualification course as mandated by POST with each firearm they wish to carry as a concealed weapon. The retiree will be responsible for supplying the necessary ammunition and equipment needed to qualify with each firearm and shall do so at no cost to the City of Norwalk. Each firearm must be inspected by a certified Department Firearms Instructor to ensure proper functioning and good working order.

The Training and Recruitment Division will maintain a file on each retiree who qualifies with a firearm to include the make, model, serial number, and caliber of the firearm as well as the passing score and date of qualification.

Upon successful completion, qualified retired officers will receive a certification document from the Training and Recruitment Division certifying they have met the standards for qualification. Retired officers who wish to carry a concealed firearm must also possess an identification card issued by the Department and follow the laws of the State of Connecticut that:

- a) permit private persons or entities to prohibit or restrict the possession of concealed firearms on their property; or
- b) prohibit or restrict the possession of firearms on any state or local government property installation, building, base, or park.

The certification document will be valid for one year from the date of qualification. Retired officers must again qualify prior to the expiration date of certification to maintain compliance with the law and this policy.

### **11.1.9 Less Lethal Weapons**

Refer to Appendix A of this chapter entitled "Less lethal Weapons."

### **11.1.10 Police Involved Shootings**

**All discharges of firearms by police personnel without death or injury, not covered by other written policies including dispatching injured animals and accidental discharges:**

#### **Officer's Responsibilities**

If a member of the department discharges a weapon while on or off duty, whether in or outside the City of Norwalk, (other than while participating in firearms training on an authorized range), he/she shall:

- immediately notify the platoon commander, or in his absence, the ranking patrol supervisor on duty at the time of the discharge
- submit a written report, if able, immediately or not more than sixteen (16) hours after the discharge.



This shall not be deemed to include shooting for recreational purposes.

#### Platoon Commander or Officer in Charge Responsibilities

The platoon commander, or in his absence the ranking patrol supervisor, shall:

- ensure a case/incident number (CFS) has been generated
- make notification to:
  - Detective Division
  - Deputy Chief(s) of Police
  - Chief of Police
  - The local police jurisdiction if the discharge occurred outside the City of Norwalk
- Have firearm pulled from service and contact department armor to assure it is functioning properly
- Contact Training and Recruitment Division to have officer receive a review and evaluation
- Offer the officer involved counseling through EAP
- file a written report

#### Detective Division Responsibilities

If the discharge occurred while on-duty or while off-duty within the City of Norwalk, the Detective Division shall investigate the criminal aspects of the incident that led to the discharge, and shall establish a separate investigation team who will be responsible to investigate the discharge.

#### Internal Affairs Unit Responsibilities

The Internal Affairs Unit shall review all reports.

### **Police involved use of force where death or injury occurs:**

#### Platoon Commander or Officer in Charge Responsibilities

The platoon commander, or in his absence, the ranking patrol supervisor on duty shall:

- ensure a case/incident number (CFS) has been generated
- report to the scene as soon as possible and assure it is secured
- notify the shift commander, if applicable, and the Detective Division
- shift commander shall notify the Deputy Chief(s) of Police and the Chief of Police
- insure that the officer(s) involved in the use of force is removed from the scene as soon as possible
- pursuant to C.G.S. 51-277a, the Chief of Police or his designee shall notify the State's Attorney Office, GA1, who will assume the investigation
- the Department will assist GA1 as needed

At headquarters, the platoon commander shall take immediate custody of all firearms and ammunition in possession of the officer(s) involved in the shooting. Said firearms and ammunition shall be entered into the property division, pending the State's Attorney's instructions. The Chief of Police may authorize assigning another weapon temporarily.

#### Internal Affairs Unit Responsibilities

The Internal Affairs Unit shall report to the scene as quickly as possible and review the case file and conduct an internal investigation. This investigation will be separate from any criminal investigation and upon completion they will report their findings to the office of the Chief of Police.

### Reports

Reports shall be completed and evidence submitted by all officer(s) involved in the shooting incident prior to securing from duty. This shall include, but is not limited to:

- officers who discharge their weapon
- officers present at the scene
- any officer with information pertinent to the investigation.

### Reassignment

The officer(s) whose use of force results in death shall be removed from the line-duty assignment for a period of one week following the shooting, unless otherwise directed for a longer period of time by the Chief of Police.

### Peer counseling/Human Relations Officer

While waiting to be interviewed, by the Detective Division, an officer may have another officer of his choice, not involved in the shooting, present.

A human relations officer shall be assigned by the Chief of Police to make contact with the officer(s) as soon as practicable to see if the officer or his immediate family is in need of assistance. The human relations officer shall insure that the officer(s) seeks psychological review within a three (3) week period from the date of the shooting. The human relations officer shall maintain liaison with the Chief of Police and the officer(s) involved concerning the need and coordination of any psychological counseling that may be necessary.

### Release of Information

Release of information related to police involved shootings shall be via the Office of the Chief of Police, or an authorized designee (NPD 9.2.11), in consultation with the State's Attorney's Office, and other involved agencies.

### Training

The training division shall provide awareness training for all agency personnel who may be impacted by such an incident. Additionally, agency personnel who are responsible for managing such an incident shall receive process training for said incident.

## **11.1.11 Restrictions/General Regulations**

1. The Glock 9mm, the Remington Model 870 .12 gauge pump shotgun with a fixed or an adjustable stock, and the AR15 patterned rifle are the official service firearms and property of the City of Norwalk. Each sworn officer shall be issued a service pistol which shall have been reviewed, inspected and approved by a qualified armor prior to issuance.
2. Officers on duty shall carry only their issued weapon; however, if authorized by the Chief, due to assignment, officers may carry a privately owned firearm pursuant to Directive 11.1.7. Officers may carry a personally owned shotgun or rifle consistent with Directive 3.4.4. The Training and Recruitment Division shall maintain a current inventory of all departmental weapons.
3. Only department authorized ammunition shall be carried in such weapons while on or off duty. The ammunition for handguns shall be: Gold Dot hollow point 9mm Luger plus P 124 grain. The shotgun ammunition shall be: Federal brand 12 gauge "00" Buck 2 3/4" and Federal brand 12 gauge 2 3/4" 1 oz. Rifled Slug. The rifle ammunition shall be: Federal T223E 55 grain Tactical Hollow Point.

4. A pistol shall be carried with a fully loaded magazine, one round in the chamber, and holstered in accordance with Section 9 below.
5. Shotguns shall be carried in the vehicle mount in the cruiser ready condition which is with empty chamber, cocked, safety on, and the magazine fully loaded as per training. Rifles shall be carried in accordance with Directive 11.1.16.
6. Officers will be responsible for the care and cleaning of their issued/authorized weapons.
7. It will be the responsibility of the officer to report to his immediate supervisor any problems and/or malfunction with his/her issued/authorized pistol. It will be the responsibility of the supervisor to make arrangements for the issued pistol to be repaired and have another weapon temporarily issued to the officer by the Training and Recruitment Division.
8. Supervisors shall, upon a monthly basis, physically inspect the issued/authorized pistols of their subordinate officers. The pistols will be inspected for cleanliness, mechanism function, and the condition of ammunition. The supervisor shall also inspect the issued/authorized magazines carried by subordinate officers for the same conditions.
9. The Safariland ALS type holster shall be the authorized holster for all sworn personnel. Any variation in the holster or method of carry (drop holster or thigh) must be approved by the Training and Recruitment Division and authorized by the Chief of Police.
10. Sworn members of the department shall carry their issued/authorized pistols in an appropriate holster while on duty. Unless specifically authorized by the commanding officer of the officer's unit or division, no officer shall carry their pistol without a holster, or in a holster that is inconsistent with the officer's training and departmental directives.
11. All officers shall strictly comply with the rules and regulations posted in the department firing range and described in Chapter 11, Appendix D, or while using other firing range facilities for the purpose of training. Also refer to Directive 11.1.17.
12. Only officers who have been trained and qualified by the Training and Recruitment Division may request authorization from the Chief of Police to carry a rail interfaced white light on their issued/authorized service pistol while on regular duty. No officer may carry such light without first receiving written authorization from the Chief of Police. The Training and Recruitment Division will keep a list of officers authorized to carry such lights. Laser targeting systems are prohibited.

#### **11.1.12 Qualifications**

All sworn personnel shall qualify on an annual basis with their issued/authorized pistols. Officers electing to carry a departmental shotgun or rifle or one purchased pursuant to contract shall qualify annually. Only officers who are qualified shall be authorized to carry a shotgun or rifle on duty. Such qualification shall be conducted by a P.O.S.T. certified weapons instructor. An annual written review examination on the use and care of firearms will be given.

The qualification standards shall comply with or may exceed the standards used by the Police Officer Standards and Training Council.

An officer who does not re-qualify with their pistol will be temporarily assigned to an administrative position and shall be prohibited from carrying a firearm until re-qualifying.

Officers who did not re-qualify will undergo the following procedure:

- The officer will be given up to eight (8) hours of remedial training and a second opportunity to qualify.
- If still unable to qualify the officer will be provided with specific remedial exercises and given ten (10) days in which to practice on their own, and after which he/she will have a third opportunity to qualify.
- If unsuccessful on their third attempt officers may be sent for additional firearm training at a police or other appropriate firearm training facility.
- If the officer is still unable to qualify the Chief of Police shall take whatever measures he/she deems necessary.

#### **11.1.13 Written Reports**

An officer shall submit a complete written report and a civilian shall submit a complete memo to their immediate supervisor whenever that employee:

- Takes an action that results in or is alleged to have resulted in, injury or death of another person.
- Applies force through the use of lethal or less lethal weapons.
- Applies force by pointing a conducted electrical weapon (CEW) laser dot at/or projected onto a person and/or when a "spark display" was demonstrated and the subject was coerced into compliance without the need for further use of force.
- Applies force by any other means. For the purposes of this section application of force shall include the pointing of a firearm or CEW at any person but shall not include the mere removal of a firearm or CEW from a holster or the removal of a department shotgun or rifle from a vehicle. A person who complies with handcuffing and escorting shall not constitute a use of force.

An officer utilizing any level of force shall complete a Response to Resistance and Aggression Report (NPD072). The report shall be reviewed by the officer's supervisor and forwarded through the chain of command to the Chief of Police. After it is reviewed at each level, the Chief of Police will forward the report to the Professional Standards Division. The Professional Standards Division will also supply a copy to the Training and Recruitment Division for review.

Photographs of the injured or allegedly injured area shall be taken when any use of force is applied to any person. Members of the department who have force used against them shall have photographs taken of any injury sustained or any damage to clothing or equipment.

All reports submitted pursuant to this Directive shall detail the circumstances of the incident leading to said action and shall be promptly filed. The Deputy Chief of Operations shall review the use of force report and determine if the use of force was appropriate or should be further investigated pursuant to Directives 2.8.5. The reports shall be retained by Professional Standards and utilized in the Deputy Chief of Operations annual analysis of use of force activities, policies, and practices.

The Deputy Chief of Operations shall also conduct a review of all assaults on officers to determine trends or patterns with recommendations to enhance officer safety, policy changes or training issues.

#### **11.1.14 Reassignment**

When the actions or use of force by an employee results in death or serious physical injury the Chief of Police shall immediately remove that employee from a line duty assignment pending administrative review of the incident.

### **11.1.15 Rendering Medical Aid After Injury**

Officers shall assure that prompt medical attention is afforded to all persons who have been affected by the use of lethal or less lethal weapons or who have been injured as a result of the application of physical force as well as any person who has been taken into custody and may be suffering from any injury or illness. The subject shall be transported to the Norwalk Hospital Emergency Room or EMS Personnel shall be called to respond. In either case, if treatment is refused, the refusal must be made to the hospital or EMS staff, and the name of the medical personnel who accepted the refusal shall be included in the police report.

### **11.1.16 Carrying and Use of Patrol Rifles**

#### **Policy**

It is the policy of the Norwalk Department of Police Service that department owned and maintained or personally owned and maintained patrol rifles will be deployed in critical incidents which are violent in nature and where tactical considerations warrant their presence.

#### **Usage Guidelines**

Although the use of deadly force may be permissible, there are many considerations that officers should consider when deciding to deploy the patrol rifle. Factors to consider include: the power and range of the .223 round, population or density of the area, foot pursuit and/or physical combat, or whether or not another officer has already deployed a patrol rifle.

Examples where the patrol rifle may be deployed include:

- When an armed confrontation is imminent and distance could be a factor.
- Maintaining a perimeter/containment area during a crisis situation.
- Situation where deadly force may be necessary and other department service weapons may be ineffective.
- In a tactical environment when the patrol rifle is the most effective way to prevent death or serious injury to the officer or others.

Officers must take into account the facts and circumstances of the incident as well as their training, in determining when the use of patrol rifles may be appropriate. In addition to that which is contained herein under this addendum noted as 11.1.16, officers shall adhere to 11.1, USE OF FORCE when utilizing the patrol rifle.

#### **Procedure**

Officers will be required to successfully complete a department patrol rifle training program and qualification course conducted by department certified firearms/rifle instructors before deploying with a patrol rifle on-duty. Certified personnel must successfully re-qualify with the patrol rifle annually. Failure to comply with any and all of this policy/procedure may result in the forfeiture for the right to carry a patrol rifle.

- The authorized patrol rifle utilized by the department shall be either the department issued patterned AR15 type rifle, which is the property of the department, or a personally owned AR15 pattern rifle approved by Training and Recruitment.
- No modifications to department issued or personally owned patrol rifles shall be made without prior approval from the commanding officer of the Training and Recruitment

Division.

- The ammunition carried in the rifle shall be department issued Federal T223E 55 grain Tactical Hollow Point.
- Officers shall transport issued rifles in and out of headquarters unloaded with no magazine inserted in the magazine well, safety on, bolt forward on an empty chamber in an approved case.
- Rifles shall be secured in an approved vehicle rack/container, with the safety on, an empty chamber, the bolt forward, and a loaded magazine inserted into the magazine well.
- At the end of shift, while facing in a safe direction, officers shall perform a "condition check" of the issued rifle, both visually and physically, to insure that the weapon is unloaded prior to entering headquarters. The rifle will be stored in the officer's department locker, unloaded with no magazine inserted in the magazine well, safety on, bolt forward on an empty chamber.
- Anytime a police vehicle containing a patrol rifle is in any way placed under control of non-police personnel; the rifle shall be removed and stored in the assigned officer's locker or another vehicle with a suitable rifle rack/container.
- When an officer is physically carrying the patrol rifle, it will only be carried in a manner prescribed through departmental firearms training.
- When a patrol rifle is deployed, the officer shall notify Communications via radio of the deployment of the weapon, except under exigent circumstances.

### **Care and Maintenance**

The same standards apply to the patrol rifle, as does any other piece of equipment being used by officers of the Norwalk Department of Police Service.

The officer assigned a patrol rifle shall be responsible for the cleaning and maintenance of their assigned rifle. The rifle will be inspected monthly by a supervisor or authorized firearms/rifle instructor. Any damage or malfunction of the patrol rifle shall be reported immediately to a supervisor or certified firearms/rifle instructor. Failure to maintain a department owned patrol rifle may result in immediate reassignment of the rifle.

#### **11.1.17 Use of NPD Range**

No Commercial business will be allowed to operate out of the Norwalk Department of Police Service range. Prior to obtaining access to the NPD range, retired officers must contact the Training and Recruitment Division to request access and schedule date/time for any use of the NPD range. Retired officers must be accompanied by an NPD Firearms Instructor unless otherwise approved by the Chief of Police or Deputy Chief(s) of Police.

Officers and/or retired officers must receive prior approval and provide the name(s) and reason for guests to be utilizing the NPD range with them. Officers and/or retired officers must adhere to the posted rules and regulations as set forth by the Training and Recruitment Division and listed in Chapter 11, Appendix D.

Documented safety procedures, along with Firearms Range Rules and Regulations, shall be reviewed prior to every training event held at the range. (Also see 11.1.11).

There shall be a range/firearms officer on-site and available at all times the range is in use.

Only paper targets shall be used or those approved by the Training and Recruitment commanding officer.

All individuals in the firing range shall wear personal safety equipment to include eye and ear protection, while live fire is active.

All individuals participating in formal, scheduled, or mandatory department firearms training, shall be required to wear a ballistic vest. This shall also apply to discretionary/non-mandatory on-duty usage by individuals using the firearms range.

The use of a ballistic vest is highly recommended for all individuals in the firearms range during its usage, regardless of sworn status, duty status, and/or guest/civilian status. (i.e. off-duty sworn, retired, guest, civilian, etc).

Norwalk Police Department sworn personnel are certified First Responders, as designated by the State of Connecticut, and shall render aid consistent with their training in the event of an injury.

Range/firearms officers shall receive proper training as required by POST and other training deemed applicable by the Training and Recruitment commanding officer in consultation with the Chief of Police.

Department owned weapons that are spares or that have been turned into the Training and Recruiting Division for service, inspection, re-stocking, and/or storage, shall be kept in the department's secured armory, unless otherwise sent out for service or temporarily issued. Department owned ammunition that has not yet been issued, is for training purposes, and/or has been returned to the Training and recruiting Division for storage, re-stocking, and/or inspection shall be kept in the department's secure armory.

Access to the department armory shall be limited to the Chief of Police, the Deputy Chief(s) of Police, the Commanding Officer of Training and Recruitment, and their designees.

#### **11.1.18 Tactical Rescue Knives (general)**

Police officers have traditionally carried a tactical rescue knife because it is such a versatile utility tool. The knife may be used to cut rope, seat belts, barricade tape, for suicide prevention, package opening, etc.

##### **Procedures**

A tactical rescue knife should be carried in such a manner that allows for its retrieval and use with either hand, if possible. The knife shall not be clipped onto the officer's duty belt as a suspect may take it away and use it against the officer. The preferred method of carry is in a pocket, clipped inside a pocket, or on a lanyard inside a pocket.

Except when specifically used in suicide prevention or rescue, knives of any kind are prohibited from the cellblock or any other secure detention area. Knives shall be secured in the same manner as firearms before entering the cellblock or other secure detention area. The officer is responsible for the safe storage and use of their tactical rescue knife.

Knives will not be displayed in an offensive or threatening manner.

##### **Specifications**

Tactical rescue knives carried by officers must meet the following criteria:

- Folding knives only are permitted
- No exposed sharp edge may be exposed when folded closed
- Blade must have locking mechanism after opening
- Maximum blade length of 4 inches

### **Prohibitions**

The following knives are prohibited:

- Fixed blades
- Double edges
- Dirk Knife
- Stiletto Knife
- Switch knife
- No modifications may be made to the design or blade

### **Exceptions**

The Chief of Police or his designee may approve knives of different specifications for officers working in their official capacity assigned to the Marine Unit and on a department vessel or assigned to the Emergency Services Unit.



## CHAPTER 11.0

### ARRESTS, DETENTION, PRISONER PROCESSING AND TRANSPORTATION

#### 11.2 PRISONER TRANSPORTATION

##### 11.2.1 Vehicle Inspection

At the beginning of an officer's shift, the officer shall conduct a vehicle inspection of his or her assigned vehicle to ensure the vehicle is safe and equipped with appropriate items.

Prior to and after transporting a prisoner, the vehicle used for transport shall be searched by the transporting officer to ensure weapons, contraband, or other items are not present.

##### 11.2.2 Prisoner Search

Prior to transporting a prisoner, the transporting officer shall conduct a thorough search of the prisoner. The transporting officer must not assume that someone else has already searched a prisoner or that the prisoner has not had an opportunity to secrete a weapon or contraband.

##### 11.2.3 Officer Security

When a police vehicle with a security partition is used, the prisoner will be placed in the rear seat. The prisoner may be transported by one transporting officer. If a second officer is available, he may either ride with the transporting officer or follow in another vehicle. If more than one prisoner is being transported in the police vehicle, a second officer shall ride with or follow the transporting vehicle.

If a police vehicle without a security partition is used to transport a prisoner, the prisoner will be placed in the right rear seat. While the transporting officer drives, a second officer will ride in the left rear seat. Only under extreme conditions will one officer transport a prisoner in a police vehicle without a partition. If this situation arises, the prisoner will be placed in the front right seat and secured in place with the car seatbelt. Leg irons are recommended in this situation. Seatbelts should be used with all prisoners whenever practicable.

##### 11.2.4 Transport Vehicles

The prisoner van shall be equipped with a safety barrier separating the driver's compartment from the prisoner seating area. The construction of such barrier shall allow for unimpaired communication between prisoners and the transport officers. Such barrier will not impair ventilation throughout the vehicle.

The prisoner transport van and all marked vehicles shall be modified by removing interior door handles and window cranks in the prisoner seating area to prevent the prisoner from exiting the vehicle without the assistance of the transporting officers. During transportation of the prisoner(s) the transporting officer(s) shall have the prisoner(s) within sight at all times.

##### 11.2.5 Restraining Devices

All persons under arrest shall be handcuffed with the following exceptions allowed at the officer's discretion:

- Persons, who are ill, injured, handicapped, or otherwise incapacitated.

- Juvenile or elderly persons arrested for minor offenses.

Persons of the opposite sex shall not be handcuffed together.

Juveniles and adults shall not be handcuffed together.

### **Initial arrest**

Each person should be handcuffed behind the back whenever possible however, handcuffing in front is permissible at the officer's discretion. The handcuffs shall be double locked except in those instances when this cannot be done due to the behavior of the prisoner. The handcuffs shall be tightened only enough to secure the prisoner's wrists.

No person shall be handcuffed to any part of a motor vehicle, boat, or aircraft. When a prisoner is to be transported over a period of several hours, a waist belt shall be used in lieu of handcuffing the prisoner behind the back. Leg irons may also be used at the discretion of the transporting officer.

### **Multiple prisoners, other than initial arrest**

When more than one person in custody is to be transported, one of the following options will be used:

1. Each person will be handcuffed with their hands in front and arms intertwining with both hands secured.
2. Use departmental multiple person handcuffing equipment if available.

## **11.2.6 Restraint of Mentally Disturbed Persons**

If appropriate and time permits the Norwalk Hospital will be notified and ambulance personnel shall be requested to respond for the transportation of mentally disturbed persons. Leather arm and leg restraints may be utilized by ambulance personnel to restrain the subject. Handcuffs may also be used. Mentally disturbed persons can be transported by police vehicle when the ambulance does not respond, when the ambulance is not needed, or when an emergency situation exists. When transported by police vehicle, the mentally disturbed person may be handcuffed. Directive 11.2.5 will be followed.

## **11.2.7 Transport Documentation (from Holding Facility)**

It shall be the responsibility of the transporting officers of any prisoner to verify the identity of such prisoner prior to transportation. Identification may be established by verifying the prisoner's identity with the holding facility officer, checking the physical description on arrest records, mug shots, fingerprints, questioning the prisoner or any other method that will assure the officer of the correct identity of the prisoner to be transported.

Whenever an officer transports any prisoner to court or other facility and that prisoner is an escape, suicide risk or has any medical condition that should be brought to the recipient's attention, the intake form containing the necessary information will accompany the prisoner.

### **Superior Court**

When transporting prisoners to Superior Court, the transporting officers shall bring the prisoner's property along with the Property Form. The Prisoner Intake Form will also accompany the prisoner if necessary, due to his mental/physical condition. The delivering officer will ensure that the prisoner intake and property forms are signed by receiving the judicial marshals at the courthouse or other

facility. These forms will be returned to desk officer for forwarding to the Records Unit. It shall be the responsibility of the Court Liaison Officer to deliver to the court any other documents needed by the court that pertain to the transported prisoner.

### **Medical facility**

When transporting officers take a prisoner to the Norwalk Hospital or other medical facility for treatment or evaluation, they shall also bring any documents which pertain to the prisoner's medical condition or conditions which may effect the prisoner's treatment, if any such documents are available. Treatment received will be noted on the Prisoner Intake Form.

### **Juvenile detention center**

Officers transporting a juvenile prisoner to a juvenile detention facility shall provide the following documentation to the receiving agency:

- Juvenile Summons/Referral Form
- An original affidavit and a copy of all police reports
- Prisoner's Property Form and Prisoner Intake Form which will be signed by the appropriate personnel of the receiving agency and returned to the desk officer for forwarding to the Records Unit
- Order to detain, executed warrant, or take into custody order, if applicable

## **11.2.8 Transport Operations**

Only when there is a clear risk of serious injury or death to a third party, and if possible with the specific approval of a supervisor, may the transporting officer stop to render assistance to other parties en route to their destination with a prisoner. Transporting officers will not become involved in roadblocks, pursuits, or other situations that may put the prisoner at risk.

### **Prisoner communication with others**

During transportation, communications between prisoners and other persons should be kept to a minimum. However, at the discretion of the transporting officer, and if circumstances permit a prisoner may be allowed limited communication with another person to exchange necessary information.

### **Prisoners of opposite sex**

When transporting a person of the opposite sex or gender identity/expression, two officers will be required. The transporting officers will notify Communications of their starting location, and vehicle mileage as well as their destination. When the transport has been completed, the transporting officers will notify Communications of their ending location, and vehicle mileage. Communications personnel will be responsible for recording all the above information and the time of the start and completion of the transport in the C.A.D. system.

### **Local transportation**

The prisoner(s) will be transported from the point of arrest to their destination without interruption. Any unanticipated and/or unavoidable interruption will be reported to H.Q.

When a prisoner is transported to police headquarters, the transporting officer will utilize any unoccupied sally port, by using his or her card key. (An indicator light, located over each sally port door, can be viewed for availability). Once inside the sally port and the door is closed, the officer's firearm will be secured in the gun locker prior to removing the prisoner from the patrol car. The

prisoner will then be escorted and secured in the booking area. The transporting officer will remove his/her patrol car from the sally port as soon as possible, so as to make it available for other officers.

### **Prolonged transportation**

When transporting prisoner(s) for an extended period of time (to or from the City of Norwalk) the prisoner shall be afforded reasonable opportunities to use toilet facilities as they are available. If the prisoner needs to use toilet facilities, both officers shall escort the prisoner to the toilet. One of the officers shall inspect the facility prior to allowing the prisoner to use the facility. Handcuffs will be removed just prior to the prisoner entering the stall and be replaced as soon as practicable. Whenever it is necessary to transport a female prisoner over an extended period of time, a female officer shall be assigned to the transportation detail. In this situation, the female officer shall inspect the facility and accompany the female prisoner into the facility. The second officer will remain outside the facility and if possible, not allow other persons to enter.

When the transportation of a prisoner exceeds four hours, the prisoner will be allowed a meal. The place chosen will be at random. Meals should be consumed in the transportation vehicle.

### **Armed Air Travel**

When the transportation of a prisoner requires air travel and the officer needs their firearm accessible for control of such prisoner, or on round trip ticket returning from escorting or traveling to pick up a prisoner, the transporting officer shall request authorization from the Chief of Police. If the Chief of Police authorizes such travel, Communication personnel shall transmit a National Law Enforcement Telecommunications System (NLETS) message to the Transportation Security Administration (TSA) requesting authorization in the format designated in NLETS at least 24 hours before the day of travel. When the response is received by communication personnel, the original will be kept in communication and a copy given to the transporting officer. The transporting officer will need the unique eight-character alphanumeric authorization for verification at the Law Enforcement Officer check –in position at the TSA screening checkpoint on the day of travel. The officer must meet all the requirements and comply with all notifications of 49 Code of Federal Regulation (CFR) 1544.219.

#### **11.2.9 Transport to Superior Court**

Vehicles transporting prisoners shall use the designated prisoner ramp and entrance to the Norwalk Superior Courthouse, for delivery to the Judicial Marshals. Transporting officers shall adhere to the Judicial Marshals or Superior Court regulations regarding the safeguarding and securing of weapons while in any prisoner holding areas. Officers will be responsible for the safeguarding of their service weapon. The Judicial Marshal or transporting officer shall remove any restraining devices prior to placing the prisoner in the holding cell. When a prisoner is considered to be a security risk, the desk officer or holding facility officer will notify both the Judicial Marshal and the judge of the court regarding the nature of the security risk presented by the prisoner.

#### **11.2.10 Transport to Medical Facility**

A police vehicle will be used for transport of a prisoner to a medical facility unless the nature of the illness or injury warrants the use of an ambulance. Prisoners transported to such medical facility shall be accompanied by a minimum of two officers during the course of the transport.

If a prisoner is admitted to the hospital or requires a prolonged examination, a supervisor shall be notified as soon as possible. The course of action will be determined by the supervisor. The options available to the supervisor in this circumstance are as follows:

- Release the prisoner on a written promise to appear.
- Issue the prisoner a misdemeanor summons.
- Request the hospital notify Headquarters when the prisoner is to be released.
- Have a police officer guard the prisoner.

In those circumstances where it is deemed necessary for an officer to guard a prisoner at the medical facility, the assigned officer shall maintain observation of the prisoner at all times. Physical restraints shall be utilized at the discretion of the officer. If there is a conflict and/or uncertainty between the officer and medical staff concerning restraints, the officer shall notify his supervisor. Should the need arise for additional restraints, the officer shall notify his supervisor prior to use, or as soon as practicable once the situation has been stabilized. If the officer guarding the prisoner has to leave his assignment for an extended period of time he shall notify headquarters and secure proper relief. Visitations of prisoners should be limited to those persons who would otherwise be allowed prisoner visits if the prisoner was being held in custody at police headquarters. If a conflict arises regarding visitations, the guarding officer shall notify a supervisor.

#### **11.2.11 Special Transport Situations**

Under normal circumstances, prisoners shall not be removed from the cellblock except in the normal course of necessary police functions. If special situations arise, such as a prisoner requesting to attend a funeral or visit a patient at the hospital, the decision to allow the trip will be made by the platoon commander or his designee. If in the opinion of the supervisor these requests cannot be met due to safety considerations, they will not be permitted. If they are permitted, the prisoner will be handcuffed unless the supervisor deems they are not necessary. A minimum of two officers will accompany the prisoner. Personal contact between the prisoner and other persons will be kept to a minimum.

#### **11.2.12 Transport and Restraint of Handicapped, Ill, or Injured Persons**

When a handicapped, ill, or injured prisoner is to be transported, they will be handcuffed or restrained with approved alternative devices if violent, resists arrest, or is deemed to pose a danger to themselves or others. If handcuffs or restraining devices are necessary, they shall be used in such a manner as to avoid aggravating the handicap, illness, or injury. Arrangements will also be made to transport any medicines, wheelchairs, crutches, or other items necessary to the prisoner being transported.

When transporting handicapped, ill, or injured prisoners the degree of physical restraint will be applied within reason, at the discretion of the transporting officers. They will be guided in their judgment by the following. A handicapped prisoner who requires such devices as a wheelchair or walking device may not require handcuffs or other restraints if the transporting officers feel the transport can be conducted safely or if the restraining devices would aggravate the handicap. If the prisoner is to be transported unrestrained, two officers will be utilized. An injured or ill prisoner will be handcuffed or otherwise restrained unless the restraints would further compound the injury or illness. If the injury or illness is such that the prisoner cannot be restrained, the officer should consider utilizing an ambulance for transport if practicable. Two officers will be utilized to transport if the prisoner cannot be restrained by handcuffs or other devices. Other alternative vehicles should be considered for transporting handicapped persons who may be confined to wheelchairs or otherwise unable to be transported in a normal police vehicle. Such alternative vehicles include: prisoner transport van, ambulance, or handicap access vehicles available through public transportation services.

#### **11.2.13 Prisoner Escape**

The following actions will be taken in the event a prisoner escapes while being transported:

- if within communications range, the transporting officer shall immediately notify headquarters of the situation and provide all pertinent information
- the officers involved shall make an immediate effort to recapture the escaped prisoner
- communication personnel will notify a supervisor immediately of the situation

If the escape takes place outside the City of Norwalk, the transporting officer shall notify the police agency having jurisdiction and follow their direction.

## **Reports**

The transporting officers shall ensure that all reports are filed and submitted prior to the end of their regular tour of duty. If the escaped prisoner is not apprehended by the end of the tour of duty, the officer shall file an arrest warrant application for the escapee for all applicable charges. If this escape took place outside the State of Connecticut, the appropriate jurisdiction shall be requested to apply for the arrest warrant.

### **11.2.14 Use of Transport Hood/Spit Shield**

The Transport Hood/Spit shield is a temporary protective hood for use on prisoners where a risk of exposure to infectious disease is present. If used properly, the Transport Hood/Spit shield can reduce the risk of the wearer transmitting fluids (saliva and mucous) from the facial area, as by spitting, sneezing or coughing. Improper use may result in serious injury or death due to asphyxiation, suffocation or drowning in one's own fluids. A supply of the Transport Hoods/Spit shield will be maintained in the HFO area.

#### **CONDITIONS FOR USE**

- Use of hood must be approved by a supervisor and recorded on the HFO Prisoner Log
- Hood may only be used if prisoner is under control and restrained
- Prisoner must be under constant visual supervision
- Prisoner's jewelry and eyewear must be removed before use
- DO NOT USE on anyone who is vomiting, having difficulty breathing or is bleeding from the area of the mouth or nose
- DO NOT USE if there is any difficulty applying due to a large size head
- If any apparent medical ill effects from the use of the hood are observed, the hood shall be immediately removed

## CHAPTER 11.0

### ARRESTS, DETENTION, PRISONER PROCESSING AND TRANSPORTATION

#### 11.3 HOLDING FACILITY

##### 11.3.1 Organization, Management and Administration

Responsibility for the holding facility operation rests with the commanding officer of the Headquarters Division. Direct supervision of the holding facility is the responsibility of the patrol supervisors.

All personnel shall receive a copy of this directive covering operation of the holding facility. Specialized training shall be provided to Holding Facility Officers (HFO), consistent with the Holding Facility Officer Training Outline in operation of the facility, to include fire suppression and equipment, prior to assignment as Holding Facility Officer. Holding facility officers will be required to be retrained at least once every four(4) years.

Each HFO shall keep a log, in the form of a supplemental report for their respective shift. This log shall include, but not be limited to: all matters which relate to detainee's safe-keeping and control and shall also include matters relating to holding facility operations, whether or not it is specifically required in any section of this directive. Examples of information to be included in this log includes:

- time HFO began and ended shift, along with the number and status of detainees,
- name of HFO relieved,
- visitors, whether sworn or non-sworn entering the cell block area,
- unusual occurrences related to detainees or the holding facility,
- name and time of intake and release of detainees,
- time detainees are fed,
- all detainee movements in and out of cells,
- phone calls or visitation afforded detainees,
- medical treatment required of a detainee,
- damage noted or contraband found in the cell block holding facility,

No visitor or non-sworn personnel will be allowed in the Holding Facility and/or cell block area when any cell is occupied. Exceptions to this will be medical personnel in the event of illness or injury of a detainee, custodial personnel performing emergency work, or the state Bail Commissioner interviewing detainees.

Records relating to arrested persons shall not be released except in accordance with the Freedom of Information Act guidelines and departmental directives.

##### 11.3.2 Physical Plant

The following minimum conditions will be provided in the holding facility.

- adequate lighting
- circulation of fresh or purified air in accordance with local health standards
- access to a toilet, wash basin or shower and drinking water

- bed and bedding will be provided for each detainee held in excess of eight (8) hours (bedding may be denied to a detainee if the HFO has reason to believe the detainee is suicidal)

### **11.3.3 Fire Prevention and Evacuation Procedures**

No smoking will be allowed in the holding facility area or cell blocks. Mattresses and blankets issued to detainees will be of a fire retardant material.

In the event of fire, the Norwalk Fire Department will automatically respond to police headquarters upon activation of the automatic fire alarm system located throughout the building, including the holding facility area.

Upon discovery of a fire, the HFO or desk officer will sound the manual fire alarm immediately. If possible, communications personnel will be advised that there is a fire and communications personnel will contact the fire department by phone to insure that they have received the alarm. The HFO and/or desk officer may attempt to extinguish the fire if the fire is controllable. However, both officers' first responsibility is the safety of the detainees.

If the evacuation of the detainees is required, the desk officer will notify communications and request whatever additional personnel he/she deems appropriate to safeguard the detainees. The HFO will evacuate the detainees through the sally port or the emergency exit to the rear secured parking lot. Detainees may be evacuated through the front lobby exit or Monroe St. exit depending on the circumstances of the fire.

When detainees have been evacuated, the HFO or desk officer shall check for any injuries and if necessary, make arrangements for treatment or transport of the detainees to a medical facility. The emergency evacuation plan shall be posted in the holding facility.

If the detainees will not be able to return to the cell block in a reasonable amount of time, arrangements will be made with surrounding police departments to take custody of the detainees.

The type and location of the fire equipment for use in the holding facility will be approved in writing by the Norwalk Fire Department.

### **11.3.4 Holding Facility Inspections & Equipment Testing**

The commanding officer of the Headquarters Division shall ensure that the following inspections and testing of equipment and holding facilities are conducted as required and reported on pursuant to this directive.

#### **Fire Alarms & Equipment**

##### **Fire Alarm and Detection Equipment**

Fire alarm and detection equipment shall be visually inspected daily by the second platoon HFO. Deficiencies shall be corrected immediately, if possible, and brought to the attention of the Headquarters Division commanding officer or in his absence the officer in charge of the second platoon. Deficiencies and corrective measures shall be noted in the HFO log.

Fire alarm and detection equipment shall be tested annually in accordance with local fire code, by the commanding officer of the Headquarters Division or his designee. Deficiencies shall be corrected and the results of these tests shall be documented in a report to the Chief of Police.



inspections of the holding facility, the HFO shall check all locked doors for vulnerability. The doors between the booking cell and the cell block, the booking cell and the HFO area, and the HFO area and the cell block shall be remain closed or open at the HFO's discretion.

Unoccupied cell doors shall be closed and locked except for cleaning or maintenance. Prior to placing a detainee in an unoccupied cell, the HFO shall conduct a security check of the cell for damage, weapons, contraband, or other unauthorized material. In addition, a cell shall be checked when it becomes unoccupied. The HFO shall document all positive findings in the log. He shall obtain a headquarters incident number, file a report, and properly secure any/all contraband. Damages shall be reported to the Headquarters Unit for repair.

Prisoners shall not be given metal utensils or culinary equipment. Plastic utensils shall be used for meals if required, and upon completion of the meal the HFO shall collect and dispose of all such utensils.

Under no circumstances are cleaning or repair personnel allowed to enter an occupied cell. Unless an emergency condition exists, maintenance personnel should not be allowed into the cell block area if occupied by a prisoner. In addition, the door to the sally port and the report room shall be closed and locked whenever a cell is occupied. When custodial personnel are required to work in the holding facility area, the HFO shall insure detainees do not have access to any tools or equipment. Prior to allowing entry into the holding facility area, the HFO shall make note of the number and type of tools being used. Upon completion of the work the HFO shall insure the workers have removed all tools and equipment.

#### **11.3.6 Escape of Detainee**

In the event of an escape, the HFO or officer discovering the escape will notify a patrol supervisor immediately. The patrol supervisor shall notify the shift commander and communications of the escape and shall provide communications personnel with all available descriptive information on the escapee. If possible, an immediate attempt to regain custody of the prisoner shall be made by holding facility and desk personnel. Communications shall broadcast all necessary information and dispatch units to assist. All necessary units will be utilized in the attempt to regain custody of the escapee. If the escapee is apprehended, all personnel will be notified by communications broadcast. The HFO will obtain a case number, file a report on the incident, and charge the escapee as appropriate. The Chief of Police shall be notified.

If no apprehension is made, the HFO or other officer as determined by the commanding officer or officer in charge of the patrol division will immediately file the appropriate arrest warrant affidavit. All pertinent information regarding the escaped person shall be entered into the state computer system.

If the commanding officer or officer in charge of the patrol division determines that the escapee is a potential threat to the public, he shall notify the Public Information Officer so that proper notification(s) can be made.

#### **11.3.7 Threats Against Detainees, Employees, or Facilities**

Should a threat be made against a detainee held by this department, an employee working within the building, or the building itself, (bomb threat, arson threat) the following procedure shall be followed:

- The employee receiving the threat shall immediately notify a patrol supervisor and a case number shall be assigned.
- The patrol supervisor shall immediately notify the shift commander who shall ensure

## Fire Equipment

Fire equipment shall be visually inspected each Monday by the second platoon HFO to verify its presence and check for possible damage. The date and time of the inspection and the name of the person conducting the inspection shall be noted on the Holding Facility Officer Weekly Inspection Report.

Fire equipment shall be tested semi-annually, to insure its operational and functional design. The commanding officer of Headquarters Division Unit shall be responsible for ensuring the equipment is tested and certified by an approved technician. The test will be documented as to the date, time, condition of the equipment, and who conducted the test, in the monthly divisional report to the Chief of Police.

## **Safety, Security, Pest Control, and Sanitation**

Each Monday, the second platoon HFO shall conduct an inspection of the entire holding facility to determine if sanitary conditions exist. If insects, rodents, or other vermin are found, custodial personnel shall attempt to correct the problem. If necessary, pest control professionals will be utilized.

The inspection shall also include, cell blocks and any immediate area to which detainees have access including a search for weapons and/or contraband. Bars, locks, doors, windows, floors, walls, ventilator covers, glass panels, access plates, protective screens, and other security concerns shall be inspected for wear and tampering.

In addition, all other equipment and supplies including, but not limited to, first aid kit, metal detector, handcuffs, bio-hazard equipment, keys, etc. shall be inspected and replenished as necessary. Any deficiencies found shall be corrected if possible and this weekly safety, security and sanitary inspection shall be documented on the Holding Facility Officer Weekly Inspection Report.

### **11.3.5 Security and control**

No firearms will be allowed in the booking cage, holding facility, or cell block areas. Firearms shall be secured in the weapons locker. The only exception is when a life-threatening situation exists and the time taken to remove a weapon would cause a delay in providing assistance or when a person in these areas is armed with a weapon.

Additionally, no weapons are allowed in the booking cage or cell block area, unless they are needed to control combative detainees, to aid a prisoner attempting to inflict self harm, or the time taken to remove a weapon would cause a delay in providing assistance. Officers may maintain control of less lethal weapons in the sally port and HFO general processing areas (fingerprint & photograph room, breathalyzer room, bench area, and main HFO / desk area).

Officers shall only enter an occupied cell to remove a detainee who refuses to exit the cell when requested or for medical emergencies. Whenever an officer enters or opens an occupied cell alone, he/she shall first notify the desk officer or communications personnel. The officer will be monitored by either audio or visual devices and have a portable radio available. Whenever possible two (2) officers should enter an occupied cell

Two sets of keys for each cell block will be maintained. One set of each will be in possession of the HFO and will be turned over to the relieving officer at change of shift. A second set of keys will be maintained at the front desk under the control of the desk officer.

Cell doors shall be closed and locked whenever occupied by a prisoner. Occupied cell doors shall only be opened for placement, removal, transfer, or treatment of a detainee. Upon routine

is vacant. A male or female detainee may be placed in their respective cell block under close supervision until the booking cage is vacated allowing for separate processing. Opposite gender, or gender identity/expression detainees, shall be separated by sight and sound. Juveniles shall also be separated by sight and sound from adults.

### **Screening: Medical and Special Attention**

All detainees, prior to admission into the building facility or transfer to another agency, shall be medically screened by the HFO. The screening shall include an inquiry into:

- Current health of the detainee, to include injuries visible or alleged
- Medications taken by detainee
- Behavior, including state of consciousness and mental status
- Body deformities, trauma, markings, bruises, lesions, jaundice, ease of movement
- Required medical assistance

The HFO shall fill out the Detainee Intake Form, (NPD013) with all appropriate sections of the form completed, to include arrest information. All information obtained during the screening shall be documented.

Screening of female detainees should be performed by a female officer whenever possible, and should take into consideration, the special needs of women.

If a detainee makes a special request due to religious affiliation and/or custom(s), a supervisor shall be consulted as to the feasibility of such request(s).

### **Processing of detainees**

The HFO shall obtain the fingerprints and photograph of all arrestees and complete the UAR. A person refusing to be fingerprinted shall be additionally charged pursuant to Connecticut General Statute 29-12.

The HFO shall be responsible for notifying the desk officer and communications personnel when he/she is processing a prisoner. The HFO is also responsible for requesting from the supervisor, any additional personnel for assistance with uncooperative or violent prisoners. Several panic buttons and an intercom system are located within the holding facility for emergencies. The desk officer has the primary responsibility for monitoring and responding to any holding facility alarm. Communications personnel will also ensure that if an alarm is received from the holding facility, additional personnel are dispatched to assist.

If a detainee is received from an outside agency, the HFO shall conduct all procedures as if the detainee originated from this department except the taking of photos and fingerprints. No summons or uniform arrest report is required. The HFO shall verify the identification and authority of the person delivering the detainee. No detainee shall be accepted from another agency without prior approval from the commanding officer or officer in charge of the patrol division. If approval is received, the HFO shall document such in the log.

### **11.3.9 Strip Searches**

All strip searches or body cavity searches shall be conducted pursuant to law. No person arrested for a motor vehicle violation or a misdemeanor shall be strip searched unless there is probable cause to believe that the individual is concealing a weapon, a controlled substance or contraband.

No search of any body cavity other than the mouth shall be conducted without a search warrant. Any warrant authorizing a body cavity search shall specify that the search is required to be performed under sanitary conditions and conducted either by or under the supervision of a

- building security by requesting additional police and/or fire department response.
- The shift commander shall determine if evacuation of the building is warranted.
- The shift commander shall make further notifications he deems necessary.
- All appropriate personnel shall prepare written reports of the incident.
- The patrol supervisor shall assume the responsibilities of the shift commander when the shift commander is not available.

### **11.3.8 Detainee Intake and Processing**

#### **Searches and Property**

All detainees placed in the booking cage shall be thoroughly searched by the arresting or transporting officer, (if of the same sex or gender identity/expression as the prisoner) regardless of any prior searches that occurred in the field. Any search of a detainee shall be conducted by an officer of the same sex or gender identity/expression as the detainee.

Handcuffs shall only be removed when the prisoner is placed into the booking cage. Special attention shall be made to search those areas where items could be secreted such as jacket linings, hidden pockets, hats, belts, footwear, clothing seams, pant waists, and pant cuffs. The searching officer shall remove all personal property and itemize the property on the Prisoner Property Inventory form (NPD011). If property is evidence of a crime, it shall be handled in accordance with Directive 13.1, Collection and Preservation of Evidence, as well as entered in the corresponding section of the Prisoner Property Inventory form (NPD011) "Property Seized" and "Property Tag#". All sections of the form shall be completed to include the disposition/return of the detainee's property upon his release or transfer. Special care shall be taken to ensure that no detainee is placed in a cell while in possession of any item, which may be used to harm himself or others, or can be used for escape purposes.

All personal property taken from the detainee will be itemized on the Prisoner Property Inventory Form (NPD011), placed in an appropriate container and turned over to the HFO who will place the property in a secure property locker; see Appendix B, Prisoner Property Checklist. If an item of property is too large to be placed in the property locker, the arresting or transporting officer will properly mark it, note the item on the property form, and follow Directive 13.2.21 for large or bulky items.

#### **Currency**

All currency shall be counted in front of the detainee to ensure accuracy. The currency shall then be sealed in an evidence bag which will be signed by the arresting officer and the detainee. The total must also be written on the Prisoner Property Inventory form (NPD011). If the detainee refuses or is unable to provide a signature, the assigned HFO shall be notified. The HFO shall then verify the currency, sign the sealed evidence bag, and make an entry on the cell block report of same. All currency shall then be placed in a secure property locker. If any discrepancy in currency is found, the arresting officer shall notify their immediate supervisor. If the currency is evidence of a crime, it shall be handled in accordance with Directive 13.1, Collection and Preservation of Evidence, as well as entered in the corresponding section of the Prisoner Property Inventory form (NPD011).

#### **Separation of Juveniles and Genders (Identity/Expression)**

At no time will juveniles be placed in the same booking cage or cell block with any adult detainee. At no time will detainees of the opposite gender or gender identity/expression be placed in the same booking cage or same cell block together. At no time shall detainees be left in the booking cage unsupervised. In multiple arrest situations involving both juveniles and adults, juveniles shall be placed in vacant rooms under close supervision until the booking cage

If an arrestee or detainee appears under the influence of alcohol or drugs or is violent or self destructive, or is exhibiting signs of mental health/illness issues, he/she may be transported to the Norwalk Hospital for evaluation. Directive 11.2 regarding prisoner transportation shall be followed. If released from the medical facility and returned to headquarters, the transporting officer shall notify the HFO if proper precautions, extra observation, or segregation, is necessary.

Procedures for gaining access to medical services shall be posted in areas used by detainees. If it is determined that a detainee is unable to read, the HFO shall communicate the procedures verbally.

If a detainee has a valid prescription from a medical doctor the HFO shall be responsible for dispensing the items according to accompanying instructions. The medication shall not be left with a detainee. The identification of the medication shall be verified by the HFO using the Physician's Desk Reference. If the medication cannot be identified, the HFO shall attempt contact with the doctor issuing the prescription. The HFO shall ask the detainee the time the last dose was taken and when the next dose is due. If the HFO is unsure if medication should be dispensed he shall contact the Norwalk Hospital for assistance. All activity shall be noted on the holding facility log and on the back of the Detainee Intake form (NPD013). The HFO shall ensure the Detainee Intake form is properly filled out and updated when medication is administered.

The HFO shall not dispense any over the counter (OTC) medicine to a detainee. If a detainee requests such, the HFO shall contact the Norwalk Hospital for assistance.

Medical treatment required of a detainee while in the custody and care of the Norwalk Department of Police Service, shall be documented in the holding facility activity log and incident reports.

#### **11.3.12 Detainee Rights**

Bond for persons arrested by this department shall be set in accordance with Connecticut General Statutes. Therefore, the establishment of bond shall be based on the premise that the least restrictive condition or conditions of release necessary to insure the appearance in court of the defendant is the pretrial release alternative of choice.

Except in cases of arrest pursuant to a bench warrant in which the court has indicated that bail should be denied, or in cases where bond has been set by order of the court, the commanding officer of the Patrol Division on duty, shall establish bond for any person arrested for a bailable offense by this department. The arrested person shall also be advised of his rights under section 54-1b of the Connecticut General Statutes.

In determining the method and amount of bond, the criteria for consideration shall include but not be limited to:

- The nature and circumstances of the offense insofar as they are relevant to the risk of nonappearance.
- The defendant's record of previous convictions.
- The defendant's past record of appearance in court after being admitted to bail.
- The defendant's family ties.
- The defendant's employment record.
- The defendant's financial resources, character, and mental condition.
- The defendant's community ties.

person licensed to practice medicine.

Strip searches shall be conducted only in the presence of and performed by officers of the same sex as the arrested person and on premises where the search cannot be observed by persons not physically conducting the search or not absolutely necessary to conduct the search.

- Strip searches performed on **Juveniles** are generally not allowed. In exceptional circumstances, that may necessitate such, a supervisor shall be notified who must then seek authorization from a Deputy Chief.

Any employee of a police department conducting a strip search shall:

- Obtain the written permission of the Police Chief or an agent thereof on the Strip Search Authorization Form designed for the purposes of authorizing a strip search.
- Prepare a report of the strip search. The report shall include the written authorization required by section one (1), the name of the person subjected to the search, the name of any person conducting the search and the time, date and place of the search. A copy of the form shall be provided to the person subjected to the search. See C.G. S. 54-331.

#### **11.3.10 Juvenile in Custody**

Juvenile arrests and detentions shall conform to applicable state statutes and department directives (Juvenile Operations, Chapter 7).

Juvenile detainees shall at all times be separated from adult detainees by both sight and sound. Juvenile detainees shall be held in the juvenile detention room. Whenever any juvenile is placed in the juvenile detention room, a "**JUVENILE HELD IN SECURE FACILITIES**" form shall be completed by the Holding Facility Officer. This form shall be forwarded to the Commanding Officer of the Special Victims Unit.

Pursuant to law, the Special Victims Unit shall regularly check the jail log for those persons under twenty who have been arrested for a felony and, if applicable, notify the school district of the charges and the identity of the individual.

The names of the juvenile detainees will not be used on any detention reports or logs. Juvenile detainees shall be referred to as "Juvenile" on all such holding facility reports and logs.

All juvenile detainees shall be personally inspected by the HFO at least every twenty (20) minutes. A detainee that presents a security or suicide risk shall be checked more frequently and at irregular intervals. All inspections shall be noted on the holding facility log.

#### **11.3.11 Medical and Health Care Services**

It shall be the responsibility of the arresting officer to obtain medical care for an arrestee. The arrestee shall be searched and secured before being turned over to emergency medical personnel or before being transported to the hospital by the officer. The method of transport shall be determined by the nature of the injury/illness. If any uncertainties exist regarding the arrestee's condition, the ambulance shall be requested and shall transport.

If the HFO feels medical attention is necessary for a detainee, he/she shall notify a patrol supervisor who shall determine if the detainee shall be transported to a medical facility or other appropriate course of action. The HFO shall make arrangements for the necessary transportation.

shall be notified and the appropriate action shall be taken. All inspections shall be noted in the Holding Facility log with any additional information recorded in the Incident Reports required.

The holding facility shall be visually and audibly monitored by the HFO and Front Desk Officer. To protect the personal privacy of detainees, video cameras and audio listening devices used to monitor holding cells will be controlled to reduce unnecessary invasion of a detainee's personal privacy. Whenever possible, officers of the same gender shall be used to supervise detainees. Whenever an HFO makes contact with a detainee, the Front Desk Officer shall accompany the HFO or monitor the contact via video camera. Video/audio monitoring signs shall be posted in areas used by detainees. If it is determined that a detainee is unable to read, the HFO shall communicate the procedures verbally.

When circumstances cause the number of detainees to exceed the available cell space, the HFO shall inform a patrol supervisor. The patrol supervisor shall determine if additional personnel are needed to assist with processing and security. If necessary, other agencies shall be contacted to assist with transferring and housing detainees. At no time shall detainees be housed more than one to a cell.

### **Release of Detainee**

Positive identification of a detainee shall be made by the HFO prior to release. The HFO shall assure that a warrant and PRAWN check is conducted on all subjects prior to release.

When a detainee is released, all property held shall be compared with the inventory list completed upon entry into the facility. If there are no discrepancies, the detainee shall sign the receipt portion of the form and the property shall be released. Property retained for evidentiary or other purposes shall be listed on the receipt. If the detainee refuses to sign the receipt, the HFO shall note said refusal in the signature block and enter his initials and identification number. The property shall not be released but shall be entered into LEAS and secured in the property room.

When a detainee is transferred to court or to another agency, the HFO and assisting officer shall thoroughly re-search the prisoner regardless of prior search. The HFO shall check the cell in which the prisoner was housed for any damage or contraband. The HFO shall have the property inventory sheets signed by the person accepting custody. The HFO shall check all lockers to make sure all property goes with the respective prisoner. The HFO shall open and check all property lockers to make sure no property has been left behind. The Court Officer shall retrieve the property receipt, if transferred to court, and file it with the Records Unit.

### **Acceptance of items brought to detainees**

Desk officers shall use their discretion in accepting items brought in for detainees. In general, food or drinks shall not be accepted. Clothing items, money, identification papers or other personal papers may be accepted but are subject to search and inspection and must be signed for as received by the detainee. All accepted deliveries shall be properly noted in the HFO log and prisoner property form.

### **Visitation of detainees**

Visitors for detainees should be restricted to attorneys, bail bond persons, clergy, medical or psychiatric personnel or persons legitimately attempting to arrange bond for the detainee. Detainees may be allowed other visitors such as family or friends at the discretion of a patrol supervisor. All visitors shall be informed that they and their property shall be searched for weapons or contraband by an officer of the same sex prior to entering the holding facility area. If they refuse to consent, the visit shall not be allowed. If the visit is allowed, the visitor's name, address, and relationship to the detainee shall be noted in the holding facility log. The visit shall

In establishing bond, the commanding officer shall also consider whether or not the release of an arrested person will pose a threat to the safety of any other persons. The factors to be considered in this procedure shall include:

- The arrested person's character and mental condition.
- The seriousness of the charges pending against the arrested person.
- The arrested person's history of violence.
- The likelihood based upon the expressed intention of the arrested person that such person will commit another crime while released.

Upon completion of the booking process, the detainee shall be afforded an opportunity to make a telephone call. If this is not possible due to the behavior of the detainee or other reason, the HFO shall insure that the detainee has an opportunity to make a telephone call as soon as possible. It is also permissible for the desk officer to make a telephone call on behalf of a detainee.

If a detainee is unable to make bail, or is not eligible to be released on a written promise to appear, the desk officer shall notify the Bail Commissioner pursuant to Section 54-63b and 54-63c of the Connecticut General Statutes.

A detainee's opportunity to make bail shall not be impeded unless the behavior of the detainee presents a danger to himself or others.

Any arrested person who is not released sooner shall be promptly presented before the next regular session of the superior court for the geographical area where the offense is alleged to have been committed. If an arrested person is hospitalized or is otherwise incapacitated, the person shall be presented to the first regular sitting after return to police custody. See Connecticut General Statute 54-1g.

All defendants must be afforded a probable cause determination within 48 hours of an arrest without a warrant. Those persons arrested without a warrant on Friday or Saturday and not released on bail or otherwise presented for arraignment, shall be afforded a probable cause determination pursuant to procedures established by the Superior Court.

Detainees shall be afforded an opportunity to consult with their attorney in the privacy of the restricted visitor area only. Attorneys shall be subject to a search for weapons upon entering the holding facility area. Every effort shall be made to accommodate the attorney as swiftly as possible.

During each twenty-four (24) hour period, three meals shall be provided for detainees. Meals should be provided approximately at 0700 hours, 1200 hours, and 1700 hours.

### **11.3.13 Supervision of Detainees**

At the start of each shift, the HFO shall make a count of the detainees and enter the information on the holding facility log. Whenever the holding facility is occupied by one or more detainees, the detainees shall be supervised at all times. If the HFO has to leave the facility for an extended period of time, the Front Desk Officer shall arrange for a relief officer and shall enter the information in the activity log.

All detainees shall be personally inspected by the HFO at least every thirty (30) minutes. A detainee that presents a security or suicide risk shall be checked more frequently and at irregular intervals. All inspections shall be recorded by timestamp as officers fob into occupied cell block areas. If information is received or a determination made that would warrant a detainee being transported to the hospital or being continually monitored by an officer, the patrol shift commander



## **Detainees with disabilities and detainees who are limited English proficient**

Detainees with disabilities (including for example, detainees who are deaf or hard of hearing, those who are blind or have low vision, or those who have intellectual, psychiatric, or speech disabilities), have an equal opportunity to participate in or benefit from all aspects of this department's efforts to prevent, detect, and respond to sexual abuse and sexual harassment. Agency personnel shall ensure that there is effective communications with detainees who are deaf or hard of hearing, providing access to interpreters who can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. A list of court authorized interpreters for this purpose is available in Dispatch. Officers may, however, utilize the services of friends or relatives of the detainee who can effectively communicate with him or her where an extended delay in obtaining a state authorized interpreter could jeopardize the detainee's safety.

## **Assessment and Use of Monitoring Technology**

The agency uses video monitoring technology in the holding facility to assist in ensuring the safety and security of detainees as well as to prevent, detect and respond to sexual abuse. When assessing any future video technology or building improvements, the Chief of Police shall consider the feasibility of and the need for new or additional monitoring technology and if necessary, develop a plan for securing such technology.

## **Evidence protocol and forensic medical exams**

When investigating allegations of sexual abuse in the holding facility, this department shall ensure that a uniform evidence protocol is followed that maximizes the potential for obtaining usable physical evidence for administrative proceedings as well as criminal proceedings. As part of the agency's evidence collection protocol, all victims of detainee-on-detainee sexual assault or employee-on-detainee sexual assault shall be provided with access and transportation to a medical facility where qualified forensic medical examinations can be conducted. Any such examination shall be done free of charge and the medical facility shall, to the extent possible, provide a victim advocate to accompany the victim through the forensic medical exam process.

## **Referrals of allegations for investigations**

The Chief of Police or his designee shall ensure that an administrative and/or criminal investigation is completed for all allegations of sexual abuse or sexual harassment. Depending upon the circumstances, the Chief of Police may request the assistance of the Connecticut State Police or the State's Attorney's Office to conduct or assist in the investigation.

## **Employee Training**

All employees who have responsibilities involving contacting or monitoring detainees shall receive training in order to fulfill their responsibilities under agency sexual abuse prevention, detection, and response to include:

- The agency's zero-tolerance policy and detainees' right to be free from sexual abuse and sexual harassment
- The dynamics of sexual abuse and harassment in confinements settings including which detainees are most vulnerable in lockup settings
- The right of detainees and employees to be free from retaliation for reporting sexual abuse or harassment
- How to detect and respond to signs of threatened and actual abuse
- How to communicate effectively and professionally with all detainees

be conducted in the visitor area and no personal contact shall be allowed. The length of the visit shall be reasonable as circumstances permit.

### **In-custody death**

In the case where a detainee has suffered an in-custody death, the ranking patrol supervisor on duty shall:

- report to the scene as soon as possible and assure it is secured
- notify the shift commander, if applicable,
- shift commander shall notify the Deputy Chief(s) of Police
- pursuant to C.G.S. 51-277a, the Chief of Police or his designee shall notify State's Attorney Office, GA1, who will assume the investigation
- the Department will assist GA1 as needed

### **11.3.14 Notification of Detainee In Holding Facility**

During the hours when the Detective Division is normally staffed (0800-0000), the Holding Facility Officer shall contact a Detective or Detective supervisor to advise them of the arrest and presence of a detainee in custody. Detectives may attempt to interview detainees held in custody.

It is the responsibility of the Detective Division personnel to check with the HFO each morning to determine if suspects were received during the overnight hours.

### **11.3.15 Prison Rape Elimination Act (PREA)**

#### **Zero Tolerance of Sexual Abuse and Sexual Harassment; PREA Coordinator**

The Norwalk Police Department has a zero tolerance policy toward all forms of sexual abuse and sexual harassment. All employees of the agency shall make a conscious effort to prevent, detect and respond to such conduct in accordance with all agency directives. The Chief of Police or his designee shall implement and oversee efforts to comply with PREA standards in its lockup.

#### **Limits to cross-gender viewing and searches**

Consistent with Agency Directive 11.3.9, cross-gender strip searches or cross-gender visual body cavity searches are prohibited except when performed by medical practitioners pursuant to a search and seizure warrant. Detainees shall be able to perform bodily functions and change clothing without officers of the opposite sex viewing their breast, buttocks, or genitalia, except in exigent circumstances or when such viewing is incidental to routine cell checks. Officers of the opposite gender to the detainee shall announce their presence when entering the cell area for a routine check, to deliver food, or for any other purpose except an emergency.

No officer of the department shall search or physically examine a transgender or intersex detainee for the sole purpose of determining the detainee's genital status. If the detainee's genital status is unknown, it may be determined during conversations with the detainee, by reviewing medical records, or if necessary, by learning that information as part of a broader medical examination conducted in private by a medical practitioner. All sworn agency members shall be trained in how to conduct cross-gender pat-down searches and searches of transgender and intersex detainees, in a professional and respectful manner, and in the least intrusive manner possible consistent with security needs. A transgender detainee may request which gender they prefer to be searched by. The arresting officer shall attempt to grant this request. If the request is not feasible, the detainee shall be searched in accordance with POST cross-gender pat down training. No officer shall be ordered to search a detainee who has anatomy of the opposite gender to the officer unless exigent circumstances exist.

- How to comply with relevant laws related to mandatory reporting of sexual abuse to outside authorities

This training shall be provided for in the annual refresher training for the holding facility and shall be documented through employee signatures.

### **Specialized training: Investigations**

In addition to the general training provided to officers regarding sexual abuse of detainees, investigators who conduct sexual abuse investigations shall, to the extent possible, receive and document training in conducting investigations in confinement settings. Such training shall include interviewing sexual abuse victims, proper use of Miranda and Garrity warning, sexual abuse evidence collection in confinement settings, and the criteria and evidence required to substantiate a case for administrative action or prosecution referral.

### **Duty to investigate**

The Norwalk Police Department shall entertain all reports of and investigate all allegations of sexual abuse, including third-party and anonymous reports, and shall notify victims and other complainants in writing of the outcome of the investigation and any disciplinary or criminal

sanctions, regardless of the source of the allegation. All investigations shall be carried through to completion, regardless of whether the alleged abuser or victim remains in the holding facility or detention area.

### **Data collection**

The Norwalk Police Department shall accurately collect uniform data for every reported incident of sexual abuse using standardized field reports. All information from said reports shall be maintained in the agency's records and investigative files and be reported in its incident-based reporting system.

### **Data storage, publication and destruction**

All reports of sexual abuse in the holding facility shall be stored, maintained, and secured consistent with agency directives and State Records Retention Statutes and regulations. Aggregated annual reports of sexual abuse in the holding facility, if any, shall be reported in the agency's annual report. All personal identifiers shall be removed from any such report.

### **Audits of standards**

These standards affecting the Holding Facility shall be audited at least every three years as an overall review of the agency's holding facility and policies by assessors from the Commission on Accreditation for Law Enforcement, Inc. (CALEA) as part of the agency's re-accreditation process.



## CHAPTER 11 .0

### ARRESTS, DETENTION, PRISONER PROCESSING AND TRANSPORTATION

#### 11.4 LEGAL PROCESS

##### 11.4.1 Definitions

For the purposes of this directive, the following definitions will apply:

##### **Civil process**

Those writs, summonses, mandates or other process issuing from a court of law or equity pertaining to a cause of action of a civil nature.

##### **Criminal process**

Those writs summonses, mandates, or other process issuing from a court of law compelling a person to answer for a felony or misdemeanor. The term also includes process issued to aid in crime detection or suppression, such as search warrants.

##### 11.4.2 Warrant Application Process

All arrest warrant applications shall be based upon probable cause. All warrant applications are to be reviewed by a supervisor and signed by the reviewing supervisor in the 'notary' section prior to submission to the Superior Court.

When a member of the Norwalk Department of Police Service applies for an arrest warrant, the following procedure will be followed:

- An arrest warrant information sheet will be attached to the front of the warrant application. The officer submitting the warrant will fill out the form as completely as possible.
- All warrant applications will be turned over to the Court Officer. The Court Officer will not accept any warrant application that does not have an arrest warrant information sheet properly filled out.
- No warrant application will be "walked" through the Superior Court without the permission of the officer in charge of the division or unit to which the affiant is assigned.
- When an officer submits an arrest warrant affidavit, the submitting officer shall file a supplemental report indicating such, including the identifying information of the suspected named in the warrant along with the requested charges in the warrant application.

##### **1. Approved warrants**

- The Court Officer will return all signed warrants to the Complaint Bureau officer for processing.
- The Court Officer will notify the officer applicant that the warrant has been approved by the court and submitted to the Complaint Bureau officer.

##### **2. Refused warrants**

- If a warrant is refused, the Court Officer will turn the affidavit over to the assigned officer through the platoon or division office.
- The officer applicant shall review the prosecutor's warrant refusal sheet along with any suggestions made by the prosecutor for re-submission of the warrant application.
- The officer will follow-up in an appropriate manner and document all follow-up activities.

- After review, the assigned officer will submit the refused affidavit to the Records Unit for filing.

#### **11.4.3 Warrant Records System**

The Complaint Bureau Officer is responsible for maintaining the arrest warrant records and filing system. In order to provide for 24-hour access, the warrants will be kept in filing cabinets at the Front Desk.

Arrest warrants received by the Norwalk Department of Police Service from the superior court shall be delivered by the Court Officer to the Complaint Bureau Officer. The Complaint Bureau Officer will:

1. Insert the warrant in a file folder along with a warrant activity sheet. (Red for felony warrant, manila for misdemeanor warrant). The Complaint Bureau Officer will fill out the warrant activity sheet with all available information including date and time.
2. Enter the warrant information into the COLLECT/NCIC system (pursuant to NCIC operating regulations) including offense codes, and all available identifying information.
3. Enter the warrant into the in-house warrant record system.
4. Place the warrant in the filing cabinet at the Front Desk.

The Special Services Division is exempt from the provisions of this section. There are other limited exceptions to the above procedure. For legitimate investigative purposes, a warrant may be retained by the particular unit or division conducting the investigation without being processed through the Complaint Bureau Officer. This will only be done with the knowledge and consent of the officer in charge of the affected division or unit. However, if at any time any such warrant is to be turned over to the Complaint Bureau Officer, it must have a warrant information sheet attached and other foregoing procedures followed.

#### **\*11.4.4 Warrant Checks**

Communications personnel shall conduct warrant checks for members of this department, and other bona fide criminal justice or law enforcement agencies through COLLECT/NCIC and PRAWN. Communications personnel will verify local warrants by calling the Front Desk Officer. The Front Desk Officer will check for the warrant in the warrant filing cabinet. COLLECT System messages indicating that another jurisdiction holds a warrant must be verified by telephone with the agency holding such warrant. ***Warrant verification is mandatory prior to making an arrest pursuant to a warrant.***

#### **11.4.5 Warrant Removal and Return**

A logbook is located at the front desk where the warrants remain on file.

Any person removing a warrant from the Front Desk will sign the logbook and fill in the requested information. The proper log entry will be made upon disposition or return of the warrant.

If a warrant is returned to the Front Desk unexecuted, the warrant material will be placed in the file box designated for returned warrant material. The Complaint Bureau Officer will re-file the warrant material.

#### **11.4.6 Criminal Process**

Sworn members of the Norwalk Department of Police Service are responsible for the execution of criminal warrants and serving the following types of criminal process:

- Misdemeanor arrest warrants
- Felony arrest warrants

- Juvenile arrest warrants and take into custody orders
- Bench warrants
- Capias orders for witnesses or defendants who violate a court appearance order
- Remand to custody orders

Resources used by officers attempting warrant or criminal process service shall include:

- Attempts at home address, place of employment, contact with neighbors, friends, or relatives that may know the whereabouts of the person named in the warrant. In addition, information gained from the post office, vehicle registration or wanted persons, criminal record, and assistance from other agencies are valuable in locating subjects wanted on warrants.
- Warrant service can be produced through routine patrol by running individuals for wants or warrants any time an officer comes into contact with a person during the course of his/her tour of duty on a traffic stop, suspicious person investigation, disorderly person, or any person being investigated for a crime. Therefore, members of the Norwalk Department of Police Service should attempt to check warrants on individuals encountered in the situations listed above and other similar circumstances.
- Threat Assessment Matrix form NPD 119 shall be completed pursuant to Chapter 10, Appendix B.

At least monthly, the Court Officer will deliver a copy of the active warrant list to the Judicial Marshals at the Superior Court lock-up facility. The Judicial Marshals will be able to check active warrants for incarcerated persons being presented in the court.

Prior to executing warrants, officers will verify the existence and validity of the warrant through a physical check by the desk officer of the warrant files. NCIC wanted person's checks are not sufficient for an arrest.

An officer attempting to execute a warrant with no success must record on the warrant activity sheet the particulars about the attempt. In addition, any new information obtained regarding the whereabouts of the wanted person, or a good time and place to attempt execution shall be written on the information sheet in order to assist in executing the warrant and to avoid duplicated efforts.

#### **11.4.7 Notifications by Mail**

Once logged, the Complaint Bureau Officer will make mail notification to persons charged by warrant with misdemeanors. The notification will be sent to the address on the warrant or last known address of the accused. Date of notification by mail will be indicated on the warrant activity sheet.

If the officer who submitted the warrant does not wish the Complaint Bureau Officer to make a mail notification, that officer must so indicate on the warrant information sheet.

#### **11.4.8 Executed Warrants**

When a warrant is executed, the arresting officer will do the following:

- Forward a copy of the executed warrant with all applicable signatures to the Records Unit for file with the case reports
- Attach the executed warrant to the Uniform Arrest Report and turn over to the desk officer. The desk officer will make the appropriate log entries and place the warrant and UAR in the Court Officer's document box at the front desk.

- Notify communications of the arrest so that the Collect System message can be canceled. Communications personnel will cancel the Collect System message, but it is the arresting officer's responsibility to ensure that it is accomplished.
- Complete the warrant activity sheet (include the COLLECT System cancellation numbers) and indicate in the warrant logbook that the warrant has been executed. Warrant information sheets and file folders from executed warrants will then be placed in the designated file box in the Holding Facility area.
- File a supplemental report on the arrest under the case number assigned to the warrant. All information on the arrest along with the COLLECT System message cancellation numbers must be included in the arrest report.

The Complaint Bureau Officer will inspect the executed warrant material, verify that the NCIC wanted person message is canceled and cancel the local warrant information. The executed warrant material will then be forwarded to the Records Unit.

#### **11.4.9 Executing Criminal Process In or From Other Jurisdictions**

On occasion, members of this department may apply for and receive warrants for individuals who live or may be found in other jurisdictions. If such a warrant is received, applicable laws pursuant to sections 54-1f and 54-2a of the Connecticut General Statutes and other applicable laws shall be followed. Consistent with applicable laws, members of the department shall be guided by the following procedures:

##### **Arrest by warrant outside Norwalk**

Requests made to other jurisdictions within this state to attempt execution of warrants held by this department may be made by telephone or COLLECT System message. Unless required by the other jurisdiction, such attempt at warrant execution does not necessitate a member of this department actually going to the other jurisdiction.

When members of this department are attempting to execute a warrant for a person who is in another jurisdiction of this state, that jurisdiction's local law enforcement agency shall be notified and a request made to accompany members of this department to affect the arrest. There may be exceptions to this by members of the Detective Division or Special Services Division.

##### **Warrants from other jurisdictions within the State of Connecticut**

When requested by another jurisdiction, a member or members of this department will accompany law enforcement officers from another jurisdiction attempting to execute a warrant for a person in this jurisdiction.

When a person is located in this jurisdiction and a warrant exists from another jurisdiction in this state, that person will be taken into custody pursuant to established arrest procedures. ***A warrant from another jurisdiction must be verified prior to arrest. NCIC wanted person messages alone are insufficient for an arrest.***

##### **Warrants from other states**

Arrest procedures for persons wanted on felony charges in other states shall be handled pursuant to Connecticut General Statutes 54-169 and 54-170 (Uniform Criminal Extradition Act).



## **Arraignment of criminal defendants arrested pursuant to warrant in or from other jurisdictions**

Whenever an out-of-town warrant is executed in this jurisdiction, the following procedure shall apply:

1. Confirm by telephone and teletype that the warrant is valid and that we have the correct individual.
2. Advise the jurisdiction which holds the warrant of the fact that the suspect is in custody, and inquire as to whether they will respond to pick up the defendant, or whether they request that we present the individual for arraignment in Superior Court at the next available court date.
  - A. If the jurisdiction holding the warrant will respond to take custody of the defendant, he/she will be held in our facility and then released to the responding department, pursuant to departmental directives.
  - B. If the jurisdiction holding the warrant advised that they will not respond and request that the defendant be arraigned in Superior Court, communications personnel shall request a faxed copy of the face and back of the arrest warrant, so that the arresting officer can sign and attest that the warrant was executed.
    - The faxed executed copy, along with the teletype and arrest report, and fingerprint card, shall be forwarded to the Court Officer, just as if the original warrant had been served.
    - Communications personnel shall insure that the executed copy of the warrant and a copy of the fingerprint card are faxed back to the jurisdiction holding the warrant.
    - The defendant will be processed and held in the holding facility pursuant to departmental directives and transported for arraignment as if the defendant was arrested on a Norwalk warrant.
    - A patrol supervisor shall be contacted and advised of the situation. In the event there is no court set bond, the amount of bond, if any, shall be determined by the supervisor pursuant to departmental directive.

Whenever a warrant from our jurisdiction is served by an out-of-town jurisdiction, the following procedure shall apply:

1. Confirm by telephone and teletype that the warrant is valid.
2. Advise a patrol supervisor of the fact that a defendant is in custody in another jurisdiction. The supervisor shall determine whether we will send officers to transport the defendant back to Norwalk, or whether we will request that they present the individual for arraignment in their district court at the next available court date.
  - If the decision is made not to respond to transport the defendant back to Norwalk, and the warrant emanated from a specialized division or unit, the patrol supervisor shall contact a supervisor from the specialized unit or division, and advise them of the fact that it is his/her intent to not transport the defendant back to Norwalk. The specialized unit or division may elect to send officers to transport the defendant back to Norwalk. The patrol division shall assist with or provide transportation, if necessary.

If it is determined that we will not respond to claim the defendant:

- Communications personnel shall fax a copy of the face and back of the arrest warrant so that the arresting officer can sign and attest that the warrant was executed.
- Communication personnel shall request the arresting agency to fax back a signed copy of the back of the warrant along with a copy of the fingerprint card.
- Communication personnel shall forward the executed copy of the warrant and fingerprint card to the Court Officer, along with the original warrant and teletype message.

## **REPORTING PROCEDURES**

If an officer makes an arrest on another jurisdiction's warrant, the officer shall obtain a Norwalk police case number and submit a report detailing the circumstances of the arrest.

If a Norwalk warrant is executed by another jurisdiction, and the arrestee is held by the arresting department and not returned to Norwalk, the Court Officer shall file a supplemental report under the warrant case number, detailing the circumstances of the arrest.

### **11.4.10 Searches With/Without Warrants**

Searches without a warrant and search and seizure warrant applications and execution by members of this department shall be pursuant to Section 54-33a to 54-33m of the Connecticut General Statutes, along with other applicable federal and state laws. A Threat Assessment Matrix form NPD 119 shall be completed pursuant to Chapter 10, Appendix B.

Because of certain statutory time limitations, search and seizure warrants shall not be filed with arrest warrants. The search and seizure warrants shall be retained by the affiant or a supervisor of the division to which the affiant is assigned.

Upon execution of a search and seizure warrant, all pertinent information shall be detailed in the executing officer's report. A copy of the fully executed search and seizure warrant with all applicable signatures shall be kept in the case file or forwarded to the records unit for filing with the case reports.

### **11.4.11 Search Warrants Prepared by Other Agencies**

On occasion, other agencies, such as the Norwalk Fire Department may apply for search and seizure warrants for circumstances under their authority. Members of this department will accompany members of other city agencies who are executing search and seizure warrants that they have applied for.

### **11.4.12 Restraining/Protective Orders**

Restraining and protective orders issued by the Superior Court are entered by the Court Clerk into a protective order registry database and electronically forwarded to the State of Connecticut, Department of Emergency Services and Public Protection (DESPP), Department of Public Safety Special Licensing and Firearms Unit. A copy of the order is also automatically faxed to the Front Desk where it remains on file for reference. The Court Officer is responsible for purging these records according to law.

DESPP's data base automatically searches for any individuals with firearm permits or registered weapons. The DESPP's Department of Public Safety Special Licensing and Firearms Unit determines:

- if the subject has a pistol permit
- firearms registered in their name
- transferred any firearm to an eligible person or delivered/surrendered any firearm to the Department of Public Safety Special Licensing and Firearms Unit.

In the event that there is non-compliance with the requirement to transfer, deliver or surrender any firearm, the Department of Public Safety Special Licensing and Firearms Unit shall notify the Detective Division supervisor who shall insure that a follow up investigation is conducted.

#### **11.4.13 Juvenile Arrest Warrants**

The arrest warrant application and filing process for juveniles is similar to that for adult warrants. However, the following exceptions are noted:

1. Special Victims Unit officers will perform the liaison duties with the juvenile court such as bringing the warrant applications to the court and returning them to police headquarters.
2. Executed warrants will be attached to juvenile referrals instead of UAR's.
3. Reports regarding juvenile arrests will be completed pursuant to established procedures.

#### **11.4.14 Service of Subpoenas**

Sworn members of the Norwalk Department of Police Service shall deliver subpoenas in relation to criminal cases to persons in this jurisdiction consistent with the following procedure:

1. Criminal subpoenas are delivered from the superior court and forwarded to the Court Officer.
2. The Court Officer will keep a log of all subpoenas sent to this department for service.
3. The subpoenas will then be forwarded to the commanding officer of the appropriate platoon or division, who will sign for the subpoenas.
4. Once served, the return of service will be placed in the Court Officer's document box.
5. Subpoenas unable to be served after a reasonable period of time will be returned to the Court Officer along with a notation of why the subpoena could not be served.
6. The Court Officer will return served and unserved subpoenas to the Superior Court.

#### **11.4.15 Civil Process**

Sworn members of the Norwalk Department of Police Service shall serve civil process only in relation to a criminal investigation (such as in-rem notifications). On occasion however, civil process servers may request police presence if it is anticipated that a criminal violation is likely to occur during service. Requests for such assistance will be handled by the patrol division. During any such assignments, members of this department shall maintain order and enforce the law. Officers shall not involve themselves in serving the civil documents.

Any time a request is made concerning law enforcement assistance during civil process, a field supervisor will be consulted prior to any police response or activity.

The details of such assignments shall be documented in the assigned officer's report

#### **11.4.16 Arrest Without Warrant**

Pursuant to Section 54-1f of the Connecticut General Statutes, warrant less arrests may be made by members of this department under the following circumstances:

- For any offense (misdemeanor or felony) in the officer's jurisdiction, when the person is taken or apprehended in the act or on the speedy information of others.
- Any person who the officer has reasonable grounds to believe has committed or is committing a felony. (Whether or not the felony occurred in this jurisdiction).

Officers who are in immediate pursuit of a person who may be arrested under the provisions of Connecticut General Statutes 54-1f are authorized to pursue the offender outside of the City of Norwalk into any part of this state in order to effect the arrest. However, the decision to pursue a

subject (either inside or outside of this jurisdiction) must be made consistent with department directives and applicable laws.

Consistent with Section 54-156 of the Connecticut General Statutes, members of this department are authorized by law to enter into another state when in fresh pursuit of a felon. However, pursuing a suspect outside of the State of Connecticut shall occur only under the most serious circumstances.

Guidelines and regulations as established in the Department's pursuit policy must be followed.

Sworn members of this department are required to remain current on all laws that pertain to arrest, search and seizure. During the course of their duties, the Training and Recruitment Unit shall provide pertinent information to officers regarding changes that affect these laws.

#### **11.4.17 Bounty Hunters and Bondsmen**

##### **Police role**

Local police departments do not have any particular role or duty in regards to 'Bounty Hunters' other than what is afforded any other citizen. Such agents are acting independently and privately. They are fully responsible for any damage or injury they may cause. The Norwalk Department of Police Service has no obligation by law to aid or assist 'bounty hunters' in the pursuit of their target. The police department is bound only to abide by the Freedom of Information rules and procedures in disseminating information to these persons. However, the apprehension of persons who have absconded is of mutual interest to bondsmen, police officers and the general public.

##### **Procedure for dissemination of information to bounty hunters**

If requested by a Bounty Hunter, the front desk officer may provide **ONLY** information as to whether or not there is a **hard copy** warrant on file, and the nature of the charges for the person sought. The front desk officer is not authorized to use either the COLLECT or the PRAWN system to check warrant information. The officer may provide the bounty hunter or bondsmen the public website of [www.jud2.ct.gov/vop/](http://www.jud2.ct.gov/vop/) for PRAWN warrant information.

Public records personnel will **ONLY** provide information that is available under Freedom of Information Act (such as criminal convictions, incident, reports, computer records, photos) but only upon approval from the Administrative Manager.

##### **Procedure for accepting apprehended persons**

If a bounty hunter or bail bondsman brings a person into custody to Norwalk Police Headquarters, the desk officer will check to determine if there is a warrant on file from the Norwalk Department of Police Service. If this department holds a valid warrant for the person, the person will be taken into custody and arrested pursuant to this directive.

If there is **NOT** an arrest warrant on file with the Norwalk Department of Police Service for the person, the subject will **NOT** be taken into custody. The Bondsman or Bounty Hunter will be referred to the State of Connecticut Correctional Center.

##### **Procedure for Police intervention**

If called to the scene of an apprehension, the assigned officer will make reasonable efforts to determine if the bounty hunter/bondsman has the proper authority to apprehend the person, and if he has the proper suspect.

The assigned officer will check for warrants on file for the suspect. Upon verification of a valid warrant, the suspect will be taken into custody according to law.

If no warrant is on file and it appears that there is proper authority for the pick up of the suspect, the bounty hunter/bondsman will be allowed to take custody.

The types of documents that the bounty hunter may have include but is not limited to:

- certified copy of bail agreement
- power of attorney or some other form of authority to act on behalf of the bondsman
- court document indicating there is a bond forfeiture

#### **11.4.18 Automobile Repossessions**

It is the expressed policy of the Norwalk Department of Police Service that officers will not involve themselves in the actual repossession of a motor vehicle. The presence of a police officer at the scene of repossession may violate the owner's/customers 14th Amendment due process right, and the opportunity to be heard. An automobile repossession is a civil, not a criminal process.

Section 53a-118(d) of the Connecticut General Statutes states that a customer has the first right to possession of the subject vehicle, even if the secured party wants it back. If police cooperate in repossessing a vehicle, they would appear to be aiding in the larceny of a vehicle by the reposessor.

Upon notification of the agent of a bank, finance company, credit union or any holding company that an automobile repossession is to occur within the City of Norwalk, the officer receiving such information will notify the front desk officer of this fact.

The officer receiving this information (generally the Front Desk Officer) will attempt to ascertain all pertinent data regarding the repossession such as the year, make, model, color, and registration of the vehicle involved. In addition, the present location of the repossession, and whom the vehicle is registered to, or who is currently in possession of the vehicle shall be determined. Information shall also be gathered regarding who is repossessing the vehicle, and the time and date of the repossession. Upon receipt of such information, the Front Desk Officer will enter pertinent data under the appropriate C.A.D. entry. Once notified that the repossession has taken place, the desk officer will notify Communications to enter the information about the vehicle that has been repossessed into the tow book. The primary purpose for obtaining and entering this data into the computer system and tow book is to ensure the issues are not further mitigated, should the owner of the vehicle report it as stolen after repossession occurs. It is not necessary to draw a case number for a routine repossession.

If the police are requested at the scene during the repossession because of a dispute or breach of peace, this incident shall be investigated. The reposessor shall be informed at the scene that he/she cannot take the vehicle, and must go to court and obtain a court order to obtain the vehicle. The dispute or breach of peace will be investigated as any other crime, and appropriate police action taken by the investigating officer(s), and all necessary reports completed.

#### **11.4.19 Wrongful Arrest**

##### **Release without charges**

- a. If someone is arrested but further investigation or additional information reveals that sufficient probable cause no longer exists, the officer's supervisor will be immediately notified.
- b. The supervisor will review the circumstances, and if it is determined that probable cause for an arrest no longer exists, the supervisor shall:
  - 1) Immediately release the person affected.
  - 2) Inform the person that he or she does not have to appear in court
  - 3) Ensure that no bond is requested or required for release
  - 4) Not require the person to sign a promise to appear form
  - 5) Ensure that the officer does not submit a uniform arrest report (UAR)
- c. A detailed report of the arrest will be prepared by the arresting officer and a supplementary investigation report will be prepared by the officer's supervisor.
- d. A copy of all reports will be forwarded to the Chief of Police or his designee, through the chain of command.

#### **11.4.20 Ex Parte Orders/ Reporting Requirements**

A law enforcement officer may request an ex parte order from a judge of the Superior Court to compel:

- 1) a telecommunications carrier to disclose call identifying information pertaining to a subscriber or customer, or
- 2) a provider of electronic communication service or remote computing service to disclose basic subscriber information pertaining to a subscriber or customer. The officer must state a reasonable and articulable suspicion that a crime has been or is being committed or that exigent circumstances exist and such call-identifying or basic subscriber information is relevant and material to an ongoing criminal investigation. The order shall state the case number assigned to such investigation, the date and time of issuance and the name of the judge authorizing the order. The officer shall have any ex parte order issued pursuant to this directive signed by the authorizing judge within forty-eight hours or not later than the next business day, whichever is earlier.

Not later than forty-eight hours after the issuance of an order the officer shall mail notice of the issuance of such order to the subscriber or customer whose call-identifying information or basic subscriber information is the subject of such order, except that notification may be delayed for a period of up to ninety days upon the execution of a written certification of such officer to the judge who authorized the order that there is reason to believe that notification of the existence of the order may result in:

- endangering the life or physical safety of an individual
- flight from prosecution
- destruction of or tampering with evidence
- intimidation of potential witnesses
- otherwise seriously jeopardizing the investigation

The officer shall maintain a true copy of such certification and include this true copy in the case file. During such ninety-day period, the officer may request the court to extend such period of delayed notification. Such period may be extended beyond ninety days only upon approval of the court.

Any officer who has an ex parte order issued shall forward a copy of the order to their immediate supervisor. The supervisor shall forward the copy of the ex parte order to their commanding officer. The commanding officers shall then forward the orders to the Deputy Chief of Operations. The Deputy Chief of Operations or his designee is responsible for submitting the annual summary of ex parte orders, according to law. The summary will be provided to the Office of the Chief States Attorney by January 15<sup>th</sup> of each year.





## **CHAPTER 11.0**

### **APPENDIX A**

#### **LESS LETHAL WEAPONS**

##### **General Regulations**

These procedures on the use of less lethal weapons should be read and interpreted with and subject to the provisions of C.G.S. 53a-22 and Chapter 11.0 of the Department Directives Manual, Use of Force. Officers should especially be familiar with Directive 11.1.2, Use of Force Continuum.

Only officers who have satisfactorily completed a department training course, the recommended manufacturer certification course, and have demonstrated a proficiency in the use of less lethal weapons, shall be authorized to carry such weapons. Officers shall be evaluated annually on their proficiency in the use of CEW and biennial for all other less lethal weapons. Officers not meeting proficiency standards shall be remediated pursuant to Directive 11.1.12. Training shall be monitored by a certified weapons instructor.

Members of the Emergency Services Unit, supervisors, and officers who use any less lethal weapon shall file a detailed written report of the incident to include the nature of the act which justified the use of said methods, devices, or weapons, including, but not limited to, events and communications leading up to the physical confrontation, the subject's behavior, the environment in which the incident took place, and any injuries sustained by anyone during the event. A Response to Resistance and Aggression Report (NPD Form # 072) shall be completed.

A copy of the reports shall be forwarded to the Chief of Police through the chain of command.

Once officers engage in detection and restraint procedures, regardless of the type of force option, it is important to minimize the duration of the physical struggle and amount of force used. The longer the struggle, the greater the risk of injury or death related to overexertion, trauma, or escalation.

Officers shall request an ambulance for any person affected by a less lethal weapon or shall afford them transportation to the hospital for treatment. If the person refuses medical treatment, note the name of the medical personnel who accepted refusal in the written report.

Officers shall not remove CEW probes from a subject which have implanted anywhere on a subject's body. CEW probes shall be removed by medical personnel only.

Any person taken into custody who has been affected by a less lethal weapon shall be transported to the hospital for treatment. Accept no refusal by this person. If treatment is refused at the hospital, include the name of the medical personnel who accepted the refusal in the written report. Subjects affected shall NOT be transported face down.

Officers who take a person into custody who has been affected by a less lethal weapon shall notify the desk officer and the holding facility officer in addition to the platoon commander. Holding facility personnel shall monitor prisoners who have been affected by a less lethal weapon and ensure that the prisoner receives additional medical treatment if necessary or requested.

When a complaint is made related to the use of any less lethal weapon the civilian complaint procedure shall be followed.

## **Oleoresin capsicum (pepper spray)**

Oleoresin capsicum shall only be used in those circumstances in which the use of force is justified and then only to the extent necessary to affect an arrest. Oleoresin capsicum shall never be used indiscriminately or punitively and shall not be applied to any person once that person is under control.

Officers shall carry only pepper spray that has been issued by the department. Pepper spray shall be carried at all times when on uniform patrol. It is the officer's responsibility to report damaged or expired units to the Training and Recruitment Division for repair or replacement.

Officers are cautioned against using pepper spray at a distance of less than three (3) feet to avoid contaminating themselves. The optimal effective range of OC spray is 8 to 10 feet. Officers must also take into consideration the environment before using pepper spray, (i.e. ventilation, bystanders, and other officers).

Pepper spray shall be applied in quick bursts to the area of the face, specifically the eyes, nose and mouth. Officers should attempt to control the subject with the least amount of pepper spray necessary. It is recommended initial applications be made in 2 quick bursts. If the application of pepper spray fails to subdue the subject, the officer should consider other means that are in compliance with departmental regulations and law.

After gaining control of a subject that has been affected by pepper spray, officers shall monitor and verbally reassure that person that they are safe and will recover from the effects if they remain calm and try to breathe normally. Initial treatment can begin by moving exposed subjects to fresh air and flush the contaminated areas with large amounts of cool water. If any subject(s) sprayed with pepper spray is wearing contact lenses, they should be permitted to remove them. When handling a subject whose clothing has been contaminated by the pepper spray, precautions should be taken that they dried oleoresin capsicum residue does not get transferred and contaminate the officer. Contaminated clothing should be removed and a change of clothing arranged for the subject as soon as possible. Medical attention for persons affected by pepper spray shall be handled according to the provisions of this directive under general regulations. Persons exposed to pepper spray should be seated in an upright position whenever possible and their condition monitored to reduce the possibility of positional asphyxia.

## **Monadnock Autolock Expandable Baton**

Members of the department shall be issued a Monadnock Autolock expandable baton which shall be carried at all times when on uniform patrol.

Members of the department are required to complete the basic certification course in the use of the Monadnock Autolock expandable baton at the P.O.S.T. Training Academy or be certified by department instructors in the use of the Monadnock Autolock expandable baton.

The Monadnock Autolock expandable baton is more versatile and effective when the structural weaknesses of the human body pictured in the department training booklet are utilized. Officers should only strike non-lethal areas unless deadly physical force is justified by the circumstances. Whenever lethal force is not justified, avoid a person's head and neck area entirely, as per training received.

## **40mm Launcher**

These less lethal weapons shall be used only by officers trained and authorized.

Officers investigating an incident will be responsible for evaluating each and every encounter which may require the use of these weapons. An officer shall request a supervisor to respond with these weapons, whenever they are doubtful about the situation.

When the weapons are used the procedures for the collection, preservation, and identification of evidence shall be followed. Photographs of the injured or allegedly injured area shall be taken in all incidents.

## **Chemical Munitions/Impact Munitions**

These less lethal weapons shall be under the control of and be used only by trained members of the ESU. Only the commanding officer, or his designee, of the ESU shall authorize the use of these weapons.

The commanding officer of the ESU will be responsible for evaluating every encounter which may require the use of these weapons. When the weapons are used the procedures for the collection, preservation, and identification of evidence shall be followed. Photographs of the damage, injured or allegedly injured area shall be taken in all incidents.

## **Conducted Electrical Weapon**

A Conducted Electrical Weapon (CEW), TASER, or stun-gun disrupts a subject's central nervous system by means of deploying battery powered electrical energy sufficient enough to cause neuromuscular incapacitation (NMI) and override an individual's voluntary motor responses.

The CEW will be carried by trained, authorized personnel in an approved holster on the support side of the body. Officers authorized to use a CEW that are not assigned to patrol duties may utilize other department-approved holsters and carry the weapon consistent with department training.

An officer authorized to carry a CEW (TASER X26 or X26P) shall also carry a minimum of one spare cartridge as a back-up in case of a cartridge failure, the need for reapplication, or when the probes of the first cartridge do not make or maintain contact during initial engagement. The spare cartridge shall be stored and carried in a manner consistent with training. An officer authorized to carry a CEW (TASER X2), shall do so with both issued cartridges loaded as per manufacturer specifications and department training. Cartridges shall be replaced consistent with the manufacture expiration requirements.

Prior to deployment, the officer is responsible to visually and physically confirm that the device selected is a CEW and not a firearm. As soon as reasonably possible, the officer shall request a supervisor to respond to the scene of a potential or completed CEW deployment.

The officer deploying the CEW should notify any on-scene assisting officers of his/her intent to deploy the CEW by announcing a verbal warning, if feasible. The announcement should be made only if it would not endanger any civilians, officers, or the suspect.

The center mass of the subjects back is the primary aiming point and the abdominal to pelvic region of the subject's front are the secondary aiming points. Chest/breast shots should only be utilized as a last resort. Officers shall make reasonable efforts to avoid striking persons in the head, neck, eyes or genitals. Officers should use a CEW for one standard cycle (5 seconds) and then evaluate the situation.

to determine if subsequent cycles are necessary. In determining the need for additional cycles, officers should be aware that an energized subject may not be able to respond to commands during or immediately following exposure. Officers should only deploy the CEW to the extent necessary to gain control of the subject and should not intentionally activate more than one CEW at a time against a subject. Any further applications should be justifiable. The CEW allows the officer to deploy at a distance of 12 to 21 feet, with a maximum distance of 25 feet.

The CEW should not be used in the following circumstances unless the officer can articulate facts and circumstances in which such use was reasonable:

- A subject has been exposed to combustible elements that may be on their person or in the atmosphere, such as gasoline fumes.
- An Officer has reason to believe the subject is pregnant, unless deadly force would be justified, due to the danger created by the possibility of muscle contractions leading to premature birth.
- Where there is a risk that a fall or secondary impact may cause substantial injury or death.
- A subject is standing in water where the possibility of drowning may exist.
- A subject is in control of a motor vehicle or motorized equipment which is in gear or an instance where it would set the vehicle into an uncontrolled motion.
- A subject that weighs less than 100 pounds.
- A subject is at the extremes of age, physically disabled, or seriously ill.
- A subject is handcuffed, except in emergencies in which a reasonable officer would believe that bodily harm to another person or persons is imminent, to prevent escape, or actively resisting.
- A subject who is unconscious.
- Use of multiple CEWs at the same time
- A subject who is holding a firearm.
- In a drug house where ether or other flammable chemicals are suspected.
- To prevent a suspect from swallowing evidence.
- To terminate a foot pursuit for merely fleeing
- Flight alone does not constitute sufficient justification to deploy a CEW to terminate a foot pursuit

The CEW shall never be used indiscriminately or punitively and shall not be applied to any person once that person is under control.

Use of a CEW on a vicious animal is authorized when it is threatening or is attacking a person, an officer, or another animal and, other conventional means to control the animal have been exhausted or may be unreasonable or unavailable.

The CEW may also be used in exigent circumstances by direct contact to the subject in a “drive stun” mode. Preferably, with the cartridge removed from the device (for TASER X26 & X26P) or under unavoidable circumstances with a live cartridge still loaded in the device. The TASER X2 does not require the removal of its cartridges to apply a “drive stun” technique due to its design. The CEW is pressed firmly into an appropriate body area such as the abdominal region, hips, thigh, the brachial plexus origin on the side of the neck, and the pelvic girdle. This technique will not cause incapacitation, only the potential of “pain compliance.”

A CEW is not meant as a substitute for deadly force and should not be used in those situations. Subjects affected by a CEW shall be carefully monitored for any signs or symptoms of failure to recover from a CEW exposure especially subjects that exhibited uncontrolled or irrational behavior just prior to CEW deployment. Medical attention for persons affected by and CEW shall be handled according to the provisions of this Directive under General Regulations.

Photograph(s) identifying the suspect, to include the affected area(s) and any other related injuries, should be taken before and after the probe(s) have been removed and following any medical treatment,

before bandaging. Where the “drive stun” method has been used, photographs are extremely important due to increased potential for this method to cause scarring.

Evidence collection shall include any expended air cartridges, wire leads, and probes (packaged in appropriate sharps container), as well as clearly identifying any deployed CEW by model number and serial number in both the incident and the response to resistance and aggression reports. Officers should bring their CEW’s to their shift commander or, if unavailable, to the Training and Recruitment Division for downloading of the software.

As indicated under the General Regulations section of this Appendix, a written report and response to resistance and aggression form are required when a CEW is pointed or fired at a subject or used in a direct contact stun mode. In addition, a written report and RREA form shall be completed to detail justification for use of a CEW when it is presented as a “show of force” with the laser dot pointed at or projected onto a person or a spark is displayed. A “spark display” shall not be used in a punitive or coercive manner.

As soon as practicable, after each deployment, the state form and CEW download will be forwarded to the State of Connecticut Criminal Justice Policy and Planning Division within the Office of Policy and Management by the Chief of Police or his designee in accordance with state statute.

### **Police Mountain Bike**

The Police Mountain bikes shall be used only by authorized officers who have received specialized training.

Generally, Police Mountain bikes are used as an alternate mode of transportation for officers that facilitate a quicker response over walking, allow for silent operation, are highly maneuverable, and have the capability to access spaces not possible with a vehicle.

Additionally, with specialized training, Police Mountain bikes are capable of being used as a defense implement by shielding and/or blocking an aggressor(s)’s attack against the officer or third person. Police Mountain bikes are also capable of being used by the officer as an impact implement towards an aggressor(s) in self-defense, in the defense of another, and/or as a means of gaining control of a subject(s) for lawful purposes.

Police Mountain bikes shall be subject to the same use of force parameters as other objects listed in the Use of Force Continuum, when used in such a manner.

As with any other applicable use of force incident, and as indicated under the General Regulations section of this Appendix, a written report and response to resistance and aggression form are required when a Police Mountain bike is used as a force implement.



## CHAPTER 11.0

### APPENDIX B

#### PRISONERS PROPERTY CHECKLIST

Only enter the items that cannot go to court into LEAS Property Tab

1. Under TYPE LOSS TAB
  - a. enter "Safe Keeping" (drop down box)
2. Under DESCRIPTION TAB
  - a. Enter "PRISONERS PROPERTY"
3. Under DETAIL SECTION
  - a. List Items (chapstick, lighter, cigarettes, earring, cell phone, etc.)
4. Date seized
5. Time seized
6. Location recovered
  - a. PD, P49, HFO, Etc.
7. Officer information
8. Owner information
  - a. Drop down box - populated from incident report
  - b. **IMPORTANT** for return of items later if more than one prisoner arrested
9. Under Storage location (drop down)
  - a. HFO lockers
10. Remarks
  - a. Type of Case (domestic, assault, sex assault, etc.)
11. After checking to make sure everything is entered correctly
  - a. Click SAVE (upper left corner)
  - b. Click Impound box (lower left corner)
12. If more than one prisoner
  - a. CLICK NEW and enter second prisoners property
    - i. #2 thru #11 stated above
13. Go to REPORTS TAB (upper left corner, second tab in)
  - a. Click on PRINT 1 ITEM (drop down box)
    - i. Two copies
      1. One staple to bag
      2. Second goes with prisoner to court
14. Item stored in HFO lockers until prisoner release
  - a. Bond, pta, etc.
  - b. Have prisoner sign sheet stapled to bag, indicate RTO, turn sheet into property basket.
15. If prisoner taken to court, second platoon HFO will transfer prisoner property from HFO lockers to property lockers





## **CHAPTER 11.0**

### **APPENDIX C**

#### **HANDLING COMPLAINTS OR SIGHTINGS OF POSSIBLE RABID, SICK, INJURED OR NUISANCE WILDLIFE**

##### **PURPOSE**

The purpose of this directive is to outline guidelines and procedures for handling wild animals that may have been infected with the rabies virus or otherwise a danger or threat to human beings. The primary concern of the Norwalk Department of Police Service is to prevent and protect humans from contracting the disease from infected animals. The Norwalk Department of Police Service will cooperate with other agencies, including the Norwalk Department of Health, the State Department of Environmental Protection, the State Department of Health, and others to achieve this goal.

##### **GUIDELINES**

The following procedures are established to achieve the above goals:

Officers/Animal Control Officers (ACO) shall respond to calls to the Norwalk Department of Police Service from citizens reporting wildlife acting in a strange or uncharacteristic manner. Communications personnel receiving these type calls will advise the complainant not to touch, approach, or attempt to trap the animal under any circumstances. Any animal displaying abnormal, uncharacteristic behavior should be considered rabid. Dead animals also should not be approached or touched, as an infected carcass can also transmit the rabies virus.

Officers/Animal Control Officers must use their discretion in concluding whether an animal displays signs of infection with rabies. If an officer concludes that an animal displays signs of infection with rabies, the officer must assess the situation to determine the most effective means of resolving the matter. Due to the circumstances and location, it may not be appropriate to destroy the animal. Referring the complainant to a private firm dealing in pest control may be more appropriate. If there is a question about the most effective method of dealing with a particular animal complaint, the responding Officer/ACO should request the presence of a supervisor.

If an Officer/ACO determines that it would be most appropriate to destroy the animal, the officer should do so by using his/her authorized shotgun. All appropriate precautions and departmental policies will be followed. Civilians should not be in the area, and the officer will ensure that there is an appropriate backstop (preferably the ground) for any projectile that may continue through or past the animal. Officers/ACO should attempt to choose a location to avoid possible ricochets. If an Officer/ACO opts to shoot an animal using the authorized shotgun: #7 ½ shot shells will be used the majority of the time (00 buckshot may be used for larger animals).

If an officer/ACO destroys a wild animal that is believed to have infected a human being, or a domestic animal, the carcass will be brought to the animal shelter, prepared and packaged for transportation to the State lab in Hartford. If the Officer/ACO are required to assist in the packaging and/or removal of a

suspected diseased carcass, appropriate protective measures shall be taken, and the materials contained in the issued P.P.K. kits used. For testing purposes, DO NOT shoot the animal in the head.

an ACO is not available and an officer destroys a suspected rabid skunk the animal should be packaged (double garbage bag) and left on the premises, at the curb for pick up by the DPW. A phone message should be left at the pound for follow up action. 203-854-3240

If it is determined that there is no need for the animal to be tested for rabies, the animal should be packaged for disposal using appropriate precautions. Supervisors can determine the best method for accomplishing disposal.

In all cases where an Officer/ACO determines that a possibly rabid animal must be shot, a supervisor will be notified. Whenever possible the Officer/ACO will ask for the supervisor's permission to terminate the animal at the scene or at the dog pound, which ever is appropriate, under the circumstances.

Officers/ACO must use their judgment in the case of a domestic animal in distinguishing between a vicious domestic animal from one displaying signs of rabies infection. Current procedures for emergency call-out of the ACO will remain in effect.

Officers shall complete all necessary reports.

Diagrams are attached to assist officers in destroying animals in the most humane way possible.

The use of the department authorized shotgun, and rounds used will be documented in the incident report. No use of force form shall be required.

### **TRANSPORTATION of SHOTGUN BY ANIMAL CONTROL OFFICERS (ACO)**

The shotgun will be un-loaded, breach closed, and safety on at all times, even while responding to a call for an injured or sick animal. The shotgun will remain secured in the shotgun rack in the ACO's vehicle.

The shotgun will be loaded by the ACO at the scene, only after receiving permission from a shift supervisor. Once the animal in question has been terminated, the ACO will then un-load the shotgun and perform a safety check, as per training. The shotgun will then be secured in the shotgun rack in the ACO's vehicle.

### **SAFETY and STORAGE of SHOTGUN – Sworn Officers**

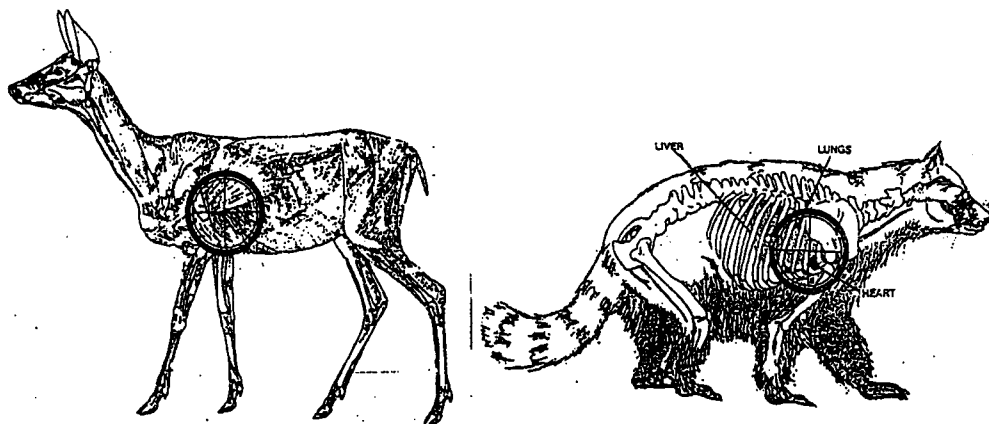
The safety and storage of the authorized shotgun will remain the same for sworn officers. See Directive 11.1.11.

#### **Annual Shotgun Training**

All animal control officers will be trained or re-certified on the safe use of the authorized shotgun on an annual basis.

## **ANIMAL KILL AREA**

AIM FOR THE HEART, HEAD, LUNG OR LIVER AREA



### **STORAGE of SHOTGUN – ACO's**

At the end of each tour of duty, the issued/authorized shotgun will be removed from the ACO's vehicle and a safety check performed prior to securing the shotgun in the gun safe located in the ACO's office.



## CHAPTER 11.0

### APPENDIX D

#### FIREARMS RANGE RULES AND REGULATIONS

**The following shall be posted in the Firing Range**

**Pursuant to Directive 11.1.11 Use of Force: Restrictions/General Regulations** - All officers shall strictly comply with the rules and regulations posted in the department firing range, or while using other firing range facilities for the purpose of training.

##### **11.1.17 Use of NPD Range**

No Commercial business will be allowed to operate out of the Norwalk Department of Police Service range. Prior to obtaining access to the NPD range, retired officers must contact the Training and Recruitment Division to request access and schedule date/time for any use of the NPD range. Retired officers must be accompanied by an NPD Firearms Instructor unless otherwise approved by the Chief of Police or Deputy Chief(s) of Police.

Officers and/or retired officers must receive prior approval and provide the name(s) and reason for guests to be utilizing the NPD range with them. Officers and/or retired officers must adhere to the posted rules and regulations as set forth by the Training and Recruitment Division.

All sworn members of the Norwalk Police Department and their guests must abide by the following rules when using the Norwalk Police Department Firing Range:

- ANYONE USING THE FIRING RANGE MUST ALWAYS BE ACCOMPANIED BY AT LEAST ONE OTHER PERSON.
- ALL SWORN MEMBERS USING THE FIRING RANGE MUST SCAN THEIR PERSONAL KEY-FOB TO RECORD EACH INDIVIDUAL'S USE OF THE FIRING RANGE.
- THE AIR VENTILATION SYSTEM MUST BE TURNED ON PRIOR TO USING THE FIRING RANGE.
- THE FIRING RANGE DOOR MUST BE KEPT CLOSED WHILE THE AIR VENTILATION SYSTEM IS OPERATING OR LIVE-FIRE IS ACTIVE.
- ALL INDIVIDUALS INSIDE THE FIRING RANGE MUST WEAR EYE AND EAR PROTECTION WHILE LIVE FIRE IS ACTIVE.
- ALL INDIVIDUALS PARTICIPATING IN FORMAL, SCHEDULED, OR MANDATORY DEPARTMENT FIREARMS TRAINING SHALL BE **REQUIRED** TO WEAR A BALLISTIC VEST. THIS SHALL ALSO APPLY TO DISCRETIONARY/NON-MANDATORY ON-DUTY USAGE BY INDIVIDUALS USING THE FIRING RANGE.
- THE USE OF A BALLISTIC VEST IS HIGHLY RECOMMENDED FOR ALL GUESTS OR CIVILIAN INDIVIDUALS IN THE FIRING RANGE DURING ITS USAGE.
- ALL FIREARMS ARE TO BE LOADED AND UNLOADED INSIDE THE FIRING RANGE.

- ALL SHOOTING MUST BE INTO PAPER TARGETS, OR THOSE APPROVED BY THE TRAINING AND RECRUITMENT COMMANDING OFFICER.
- ARMOR PIERCING AND EXPLOSIVE AMMUNITION IS NOT PERMITTED.
- **ONLY PISTOLS AND NORWALK POLICE DEPARTMENT AUTHORIZED SHOTGUNS ARE PERMITTED FOR USE IN THE FIRING RANGE.**
- ALL OTHER LONG WEAPON USE MUST BE APPROVED BY A RANGE OFFICER OR FIREARMS INSTRUCTOR, AND MAY REQUIRE THE INSTRUCTOR'S PRESENCE DURING USE.
- ONLY FIRE FROM WITHIN THE SHOOTING BOOTH, NOT FORWARD OF THE BOOTH, UNLESS PART OF AN AUTHORIZED OFFICER TRAINING COURSE APPROVED BY THE COMMANDING OFFICER OF TRAINING AND RECRUITMENT.
- ALL SHELL CASINGS MUST BE PICKED UP AND DISPOSED OF IN THE PROPER CONTAINERS. **UNDER NO CIRCUMSTANCES SHOULD ANYONE SWEEP FORWARD OF THE BOOTHS.**
- PRIOR TO BRINGING ANY FIREARM TO THE CLEANING STATION, IT MUST BE CLEARED AND MADE SAFE INSIDE THE RANGE, WHILE POINTED IN A SAFE DIRECTION.
- THE CLEANING AREA MUST BE LEFT CLEAN AND EQUIPMENT AND SUPPLIES SHALL NOT BE REMOVED.
- **UNDER NO CIRCUMSTANCES SHALL LIVE AMMUNITION BE ON THE CLEANING AREA TABLES.**
- ANY INJURIES AND/OR PROPERTY DAMAGE MUST BE REPORTED IMMEDIATELY TO A SHIFT SUPERVISOR, AND REPORTED IN WRITING AS SOON AS PRACTICAL TO THE TRAINING DIVISION COMMANDER.
- BE SURE TO TURN OFF LIGHTS AND AIR FILTRATION SYSTEM WHEN LEAVING THE FIRING RANGE.
- REPORT ALL EQUIPMENT PROBLEMS OR CLEANING SUPPLY SHORTAGES TO THE TRAINING DIVISION.
- FOOD AND DRINK IS NOT PERMITTED IN THE FIRING RANGE OR OBSERVATION AREA (HAZ-MAT ENVIRONMENT).
- **ALL GUESTS MUST HAVE PRIOR APPROVAL AND BE ACCOMPANIED BY SWORN PERSONNEL AT ALL TIMES.**
- THE ABOVE RULES AND REGULATIONS SHALL ALSO APPLY TO GUESTS.

## **CHAPTER 12.0**

### **RECORDS AND COMMUNICATIONS**

#### **12.1 RECORDS ADMINISTRATION**

##### **12.1.1 Records Responsibility and Function**

The Administrative Manager is responsible for the records function of the Norwalk Department of Police Service.

The central records functions include:

##### **Report review**

The first line supervisor of each organizational component is responsible for report review. The purpose of report review is to make certain that all reports are completely and accurately prepared. Report review also ensures that all required reports are submitted to the Records Unit.

It is the responsibility of the Records Unit to conduct a secondary review of all reports to insure that a record is made for each request for service and to code the reports for proper uniform crime reporting purposes.

##### **Report control**

It is the responsibility of the Records Unit to control the availability and confidentiality of the records and reports.

##### **Records maintenance**

The Records Unit will:

- maintain reports and records
- distribute copies to authorized persons or agencies
- enter and store appropriate information into the department in-house computer system.
- oversee maintenance, entry and retrieval of warrant records and other legal process documents pursuant to Directive 11.4

##### **Records retrieval**

The filing and retrieval of reports will be by the police case number assigned to each report.

##### **12.1.2 Incident Reporting and Documentation**

The Norwalk Department of Police Service will document and maintain a record of all police activities within its jurisdiction that is reported by a member of the public or by a member of the Department. These documents will include the following categories of incidents:

- citizen reports of crime
- citizen complaints

- citizen requests for service including:
  1. when an officer is dispatched
  2. an employee is assigned to investigate
  3. an employee is assigned to take action at a later time
  4. incidents involving arrests, citations or summonses
- criminal and non-criminal cases initiated by a member of the department

The documentation of this police activity may be in the form of the following:

- computer generated data
- case/arrest reports
- accident reports
- summons or citation

Written documentation of all incidents reported to the Norwalk Department of Police Service will include the following information:

- case number
- date and time of initial reporting
- name (if available of the citizen requesting service and/or victim's or complainant's name)
- nature of incident
- nature, date and time of police action taken (if any);
- location of incident

### **12.1.3 Report Forms**

Members of the Norwalk Department of Police Service are required to assess the type of complaint and to use the appropriate reports or forms necessary to record the incident completely and accurately.

All members of the Norwalk Department of Police Service shall use standard field reporting forms. A field reporting forms manual that describes and illustrates the information to be included on each form is maintained at the front desk.

Only forms approved pursuant to Directive 2.4.6 shall be utilized.

### **12.1.4 Case Numbering System**

The case numbering system of the Norwalk Department of Police Service is designed to insure that a single numbering series (case number) is employed for all incidents of law enforcement service, including traffic accident investigations, criminal investigations, and miscellaneous calls for police service. The numbering system is designed to ensure that all qualifying cases receive a number, and that no numbers are omitted or duplicated. Case numbers are automatically assigned to each incident by the LEAS (Law Enforcement Administration System).

### **12.1.5 Supervisory Review of Reports**

Every written field report submitted by department personnel shall be reviewed by his/her immediate supervisor for completeness, accuracy, neatness and legibility. Approval of the report will be indicated by the electronic supervisor's signature in the appropriate space within the records management system (RMS). Upon approval, the report will remain stored electronically



in the RMS and accessible to the central records unit and appropriate units. Disapproval of the report will cause it to be returned to the reporting officer for necessary corrections and re-submission for review until accepted.

#### **12.1.6 Distribution and Status of Reports and Records**

If a non-computer generated form/report is written and is approved by supervisory personnel pursuant to Directive 12.1.5, the supervisor will separate the multi part report and forward the components to the appropriate units as follows:

- White Copy: The original (white) copy of the report will be forwarded to the Records Unit where the report is maintained on file in numerical case sequence. Copies of reports shall be forwarded to any person or agency authorized to receive such report pursuant to Directive 9.2.5, applicable law, or as authorized by the City Corporation Counsel. The Administrative Manager may charge a fee as established by law or regulation for the copying of said reports. The fee will be prominently displayed at the Records Unit, public service window.
- Pink Copy: The pink (court) copy will be forwarded to the court officer who will review and forward the necessary copies to the Superior Court.
- Yellow copy: The yellow (Investigative Services) copy will be forwarded to the specialized division, as appropriate where the report will be reviewed by the officer in charge of the specific division or unit. If follow-up action is warranted, the incident will be assigned to an investigator in said unit or division.
- Blue copy: The blue (officer) copy of the report will be retained by the officer who prepared the report for a minimum of 6 months.

Officers using computer-generated arrest reports will print and sign sufficient copies for supervisors to review and place in each of the appropriate bins in the patrol report writing area.

#### **12.1.7 Annual Audit of Report Process**

The commanding officer of the Professional Standards Division shall conduct an annual audit of the Norwalk Department of Police Service complaint control recording and field reporting process and records function. The audit will include an inspection of all phases of the recording and reporting process to determine whether any discrepancies exist in the process and/or the need for any change in the process.

#### **12.1.8 Security and Privacy of Records**

Records Unit personnel shall release reports and information pursuant to law. Department personnel, not assigned to the records function, may release information only to authorized personnel who are members of law enforcement agencies or the prosecutor's office. The use of this procedure will insure compliance with state and federal law that regulates the release, privacy and security of such information. Access to the Records Unit is limited to records personnel. In addition, release of information to public media shall be consistent with Directive 9.2.

#### **12.1.9 Records Retention Schedule**

Retention and destruction of records shall be in accordance with Schedule VII, Public Safety and Emergency Services Records, published by the State of Connecticut Public Records Administrator. A copy of the retention and destruction schedule is located in the Records Unit of the Norwalk Department of Police Service. No records are to be returned, destroyed, transferred or otherwise disposed of in violation this schedule.

## **CHAPTER 12.0**

### **RECORDS AND COMMUNICATIONS**

#### **12.2 RECORDS OPERATIONS**

##### **12.2.1 Accessibility of the Records Unit**

Personnel assigned to the Records Unit will control the accessibility of all reports, records and other information during normal business hours, 8:30 a.m. to 5:00 pm. Monday through Friday, and other hours as may be determined by the Administrative Manager. After hours, in an emergency, should an original copy of a case report be needed, the Administrative Manager will be contacted to arrange for access into central records.

##### **12.2.2 Computerized Records Information**

In addition to the written records maintained by the Records Unit, the Records Unit also maintains a computerized file of records information on an in-house computer system, including: case information and the names of all victims, complainants, suspects, witnesses noted on officer reports and entered into the computer files by records personnel. This information allows accessibility of certain information on a 24-hour basis. The information available on in-house computer includes:

- master name index
- index of incidents by location
- index of incidents by type
- index of stolen, found, recovered and evidentiary property
- modus operandi file
- arrest information ( photos and prints are maintained in the identification division)
- arrest warrants

##### **12.2.3 Records Maintained Outside of the Records Unit**

Most records generated by the Norwalk Department of Police Service are maintained in the Records Unit located at headquarters. Some records of an unusually confidential nature or containing such information which renders them more appropriately stored in a specific unit or section are maintained outside the Records Unit. General records/reports such as offense reports, criminal arrest reports and other "official" reports are maintained by the Records Unit. Examples of other records/reports, both official and unofficial, which are maintained by the various components of the Norwalk Department of Police Service include, but are not limited to:

- Front Desk: warrant records
- Training and Recruitment Division: training records
- Detective Division: intelligence files; active case files
- Special Services Division: intelligence files; active case files
- Property Unit: property room log book and property tags
- Administrative Services: financial and accounting records, department property inventory and employee injury files

- Special Victims Unit: intelligence files, active case files, juvenile arrest information
- Professional Standards Division: active/inactive case files
- Chief of Police: personnel files

Retention and disposition shall be in accordance with Directive 12.1.9.

#### **12.2.4 Uniform Crime-Reporting Procedures**

The Norwalk Department of Police Service participates in the National Uniform Crime Reporting Program (UCR), and National Incident Based Reporting System (NIBRS), to help promote the development of good record keeping and assist in the effort to establish a national data base of crime statistics.

Appropriate offense reports received by the Records Unit are assigned a U.C.R. and N.I.B.R.S. code. The Administrative Manager forwards the U.C.R. and N.I.B.R.S. information along with other required reports to the State of Connecticut, Department of Public safety, in accordance with Connecticut State Law.

#### **12.2.5 Recording the Disposition of Cases**

All cases presented for prosecution will have the final disposition recorded on the defendant's arrest entry and case file on the Norwalk Department of Police Service in house computer system by records personnel.

## **CHAPTER 12 .0**

### **RECORDS AND COMMUNICATIONS**

#### **12.3 COMMUNICATIONS ADMINISTRATION**

##### **12.3.1 Responsibility**

The commanding officer of the Communications Division under the supervision of the Deputy Chief of Administration is responsible for the communications function of the Norwalk Department of Police Service. These functions shall include the following activities:

##### **I. Radio Communications**

1. Norwalk Department of Police Service Radio frequencies
2. Countywide PERS radio system
3. Countywide HOT LINE system
4. Other Radio Frequencies operated or monitored by the department

##### **II. Telephone Communications**

1. In-coming and outgoing telephone systems utilized by the Department
2. Internal telephone and intercom systems
3. Cellular telephone systems utilized by Department personnel
4. Enhanced 911 telephone system

##### **III. Teletype and Automated Data Communications**

1. Facsimile Machines and transmissions
2. NCIC systems
3. Internal Electronic Mail
4. Video Monitoring Equipment
5. Administration of City Ordinance regulating burglar and holdup alarms.

##### **12.3.2 Personnel**

Personnel assigned to the Communications Division are responsible for performing the duties required of them pursuant to established job descriptions, along with other duties as assigned by supervisors.

All persons assigned to the Communications Division have staff authority in the performance of their duties. Regardless of the status or title, all lawful orders from persons working the Communications Division shall be interpreted as having come from the Chief of Police. However, persons assigned to work in the Communications Division will not establish policy for the Norwalk Department of Police Service.

The commanding officer of the Communications Division shall be responsible for supervision and administration of all personnel assigned to work in the Communications Division. Personnel assigned to work in the Communications Division will receive the appropriate training to perform their assigned duties.

Patrol Division supervisors have final responsibility and authority in direction of field operations to include the number of units and identity of units.

### **12.3.3 FCC Requirements**

All radio operations conducted by this Department shall be in accordance with FCC regulations. Communications personnel shall be trained in and be familiar with FCC procedures and requirements.

### **12.3.4 Access to Communications Center**

Only persons assigned to the Communications Division and supervisory personnel are allowed in the Communications Center, unless specifically authorized by a supervisor. The door to the Communications Center shall remain locked and access controlled by an electronic lock release operated from within the Communication Center or by electronic key access.

Other persons needing access to Communications (such as repair persons, maintenance persons, etc.) shall be escorted in after verifying their identity and purpose.

### **12.3.5 Telephone Line Load Studies**

The Department's telephone service provider, SBC conducts a line-load study on an annual basis. The results of this study will assist in determining additional equipment requirements.

### **12.3.6 Radio and Telephone Recording**

All telephone calls received at the main switchboard at Norwalk Police Headquarters are electronically recorded by equipment installed in the Informational Technology Room. Also, all other telephone lines in the Communications Center and the telephone lines at the front desk are digitally recorded.

All police radio frequencies are digitally recorded.

No other telephones or telephone lines may be recorded without the authorization of the Chief of Police or his designee.

All 911 lines shall be connected to playback equipment to enable an operator to immediately review an emergency phone call. Said equipment/system maintains continuous recording even while its playback capabilities are in use. This feature also extends to other (non-911) telephone lines and radio transmissions within the Communications Center.

The use of personal recording devices is prohibited within the Communications Center. Employees are prohibited from making any voice or photographic recordings while in the Communications Center unless approved in advance by the commanding officer of the Communications Division. Approval may be granted for special occasions, to commemorate an event or other situations as deemed appropriate by the commanding officer of Communications.

### **Attorney-Client confidentiality**

No audio recording may be made of any attorney-client telephone conversations. All persons (arrestees, detainees, witnesses and complainants) must be provided access to a telephone and telephone lines that are not recorded or monitored for the purpose of calling their attorneys. Under normal circumstances, arrestees will use the cordless telephone in the Holding Facility area.

Audio surveillance of attorney-client conversations or telephone calls is not permissible. An area that does not have audio surveillance will be provided for attorney-client conferences. This area may have video surveillance for security and safety purposes. If audio/video surveillance systems are capable of monitoring telephones used by arrestees, detainees, witnesses or complainants, the audio must be turned off.

Arrestee telephone calls may be physically supervised, however, care must be taken that such supervision does not result in the eavesdropping on attorney-client conversations.

### **Maintenance of recording tapes**

Radio and Telephone recordings are automatically saved to the Verint Audio Log secure digital server. The Headquarters Division Commander is responsible for retrieving and downloading audio logs. Recordings shall be maintained for at least 90 days.

### **12.3.7 Review of Recorded Transmissions**

Requests for recordings of radio or telephone transmissions shall be made by division commanders. These requests shall be forwarded to the commanding officer of Headquarters Division.

The request shall be in memo form detailing the date and time of transmission (if known), the reason for the request, along with the police case number if applicable.

The commanding officer of Headquarters Division will approve or deny the request.

#### **1. Denial**

If the request for a copy of a recorded transmission or phone call is denied, the commanding officer of Headquarters Division will indicate the reason for denial. Denied requests may be appealed to the Deputy Chief of Administration.

#### **2. Approval**

If the request for a copy of a recorded transmission or phone call is approved, the commanding officer of Headquarters Division or his designee will make a copy of the requested transmissions and forward it to the person making such request. In no event will the master recording be altered in any manner or stored in a place other than the Headquarters Division office.

The above procedures do not apply to Communications Personnel who use the immediate playback device for reviewing 911 emergency calls, routine telephone calls, and radio transmissions.

The Chief of Police, Deputy Chiefs, commanding officer of the Professional Standards Division, commanding officer of the Headquarters Division, and the commanding officer of Combined Dispatch, are exempt from the above procedures and may review recorded telephone and/or radio transmissions at any time.

### **12.3.8 Electronic Recording for Investigative Purposes**

All recording of telephone calls or audio/video recordings made during or in the course of a police investigation shall be done according to law. All such tapes shall be marked as evidence and handled according to departmental regulations.

### **12.3.9 Local, State and Federal Information Systems**

Communications personnel shall have access to the following information systems:

- In-house computer-aided-dispatch system
- In-house computerized records system
- Statewide COLLECT Systems (Connecticut On Line Law Enforcement Communications Teleprocessing System)
- NLETS (National Law Enforcement Telecommunications System)
- NCIC (National Crime Information System)
- PRAWN warrant system

The Training and Recruitment Division shall ensure that personnel assigned to Communications receive the proper training and certifications for these systems pursuant to law and departmental directives.



## **CHAPTER 12.0**

### **RECORDS AND COMMUNICATIONS**

#### **12.4 OPERATIONAL PROCEDURES**

##### **12.4.1 Operational Procedures and Duties**

###### **Receipt of call (general)**

The call taker or dispatcher who receives a telephone call or radio transmission must first determine the nature of the call, emergency or non-emergency.

Call takers should elicit as much information as possible regarding calls for service. Additional information may enhance officer safety and assist officers in anticipating conditions to be encountered at the scene. This is particularly important in certain calls such as disturbances, weapons complaints, bomb threats, and crimes in progress.

###### **Emergency calls**

###### **1. Emergency Calls received on 911.**

- a. Calls received on 911 will be answered immediately. The call taker or dispatcher will place non-emergency calls on hold to answer a 911 call.
- b. The call taker or dispatcher shall answer all calls received on 911 by saying "911, What is the address of your emergency?" [For power phone, refer to 12.6]
- c. The call taker or dispatcher shall obtain, if possible, the following information from the caller:
  - nature of the incident
  - location of the incident
  - critical information which will help in providing proper police or emergency service (e.g. number and description of suspects, weapons used, vehicle description, etc.)
  - name, address and/or present location of caller
  - if a motor vehicle accident, whether there are any injuries or commercial vehicles involved that may contain hazardous materials
- d. The enhanced 911 telephone system will display the location from where the call is being made, and the name of the telephone customer.
- e. When it becomes necessary to maintain contact with the caller to obtain more detailed information to help in providing police service, or to ensure the caller's safety, the dispatcher will pick up on the line and assume this responsibility. If possible, callers reporting crimes in progress should be kept on the line to provide updated information to responding units.
- f. The call taker or dispatcher will enter the information into the LEAS as soon as practical.

- g. The call taker may, depending on the nature of the call, verbally notify the dispatcher of pertinent information prior to entry into LEAS.
  - h. The dispatcher, when notified of an emergency call, shall:
    - 1. Immediately dispatch the call to the nearest available unit.  
(The dispatcher must consider the option of reassigning a unit which may be on a non-emergency call).
    - 2. Assign additional units as may be needed based upon the nature of the complaint.
    - 3. Notify other emergency services known or suspected to be needed such as ambulance, fire department, etc.
    - 4. Upon receipt of a motor vehicle accident with injury complaint in the Rowayton area of town, the dispatcher shall notify Norwalk Hospital Emergency and Rowayton Fire Emergency.
    - 5. Monitor and respond to requests from arriving units for:
      - a. Additional units.
      - b. Special Units (e.g. K-9 Unit, Marine Unit, Detective Bureau, etc.).
      - c. Other Agencies (e.g. - Fire Department, Ambulance, Medical Examiner, etc.).
      - d. Broadcast of information on the Hotline or County Band Radio System.
    - 6. Notify a Field Supervisor, who must monitor the information and give the necessary orders.
  - i. If a Field Supervisor is not at the scene, the officer assigned can request additional units or the dispatcher can assign backup units based upon the information received.
    - Additional units shall be assigned as needed.
    - Units not needed shall clear or be cleared for reassignment.
  - j. When a Field Supervisor is at the scene, it will be the supervisor's responsibility to make the determination on the need for additional units or to relieve units not needed for other assignments.
  - k. When special units or other agencies are needed, the dispatcher shall notify them of the need for their services.
  - l. The dispatcher shall obtain all available information they may request for their proper response.
  - m. It is the responsibility of the dispatcher to transmit information over the Fairfield County Radio System or Hotline as requested and/or required.
  - n. It is the responsibility of the dispatcher to enter all pertinent information concerning the call into LEAS (i.e., all responding units, times of notification and arrival, case disposition, times cleared, etc.).
2. Emergency calls received on lines other than 911.

The same procedures as used for emergency calls received on 911 shall be used. However, since only calls received on 911 have the automatic phone number and location

display feature, it is extremely important that the call taker receive the location, name and number of the caller as soon as possible.

### 3. Fire calls

All calls received on 911 reporting a fire or other condition appropriate for an initial response by the Fire Department will be handled as follows:

- a. Obtain the location, name and callback number for the caller and pertinent information concerning the fire from the caller.
- b. Follow the procedure for entry into LEAS and notification of the dispatcher as outlined for other emergency calls.
- c. If the caller hangs up prior to obtaining all pertinent information, attempt call back.

### 4. Ambulance calls

All calls received on 911 requesting medical assistance will be handled as follows:

- a. Obtain the location of the incident, name of the caller, and nature of the incident.
- b. Follow the procedures for entry into LEAS and notification of dispatcher as outlined for other emergency calls.
- c. "Tone out" the ambulance, fire department and dispatch the call as well as any police units assigned to assist per the Power phone Protocol.
- d. Callers needing or requesting medical instructions pending the arrival of emergency personnel will handled per the Power phone Protocol.

### 5. Family or Domestic Violence calls

All calls received on 911 requesting assistance for a disturbance will be handled as follows:

- a. Obtain the location of incident, name of the caller, and relationship to the offender
- b. Obtain the victims and offenders names, and their relationship to each other
- c. Nature of abuse, suspected and/or sustained injuries
- d. Any court Order of Protection is in place. Check NCIC, if possible.
- e. Whether children are present or involved
- f. Whether there is a presence of alcohol, drugs, mental illness, or weapons
- g. Check CAD system for any history

## **E-911 Hang-up or Misdirected Calls**

### **E-911 Misdialed or Accidental calls**

Occasionally, calls are received via the E-911 system that is a result of:

- Accidental dialing of 911
- Children playing with phone
- Malfunctioning equipment

In these types of situations, communications personnel shall interview the caller to determine if a problem is detected. If after interviewing the caller, communications personnel determine with a reasonable degree of certainty that no problem exists, no police response will be required.

If communications personnel can not determine, with a reasonable degree of certainty that the call was accidental or otherwise does not require police presence, officers shall be dispatched to the location to investigate.

Communications personnel shall always err on the side of public safety, and unless otherwise reasonably determined, should assume that police presence is required.

### **E-911 Hang-up Calls**

When a hang-up call is received through the Enhanced 911 System, the following procedure shall be utilized:

- Communications personnel shall immediately utilize the E-911 system to call back the phone from which the 911 call was placed.

### **PHONE NOT ANSWERED OR BUSY SIGNAL RECEIVED**

If a busy signal is received or the phone is not answered, and after allowing the phone to ring for a reasonable period of time, communications personnel shall dispatch police units to the location from which the original hang-up call was placed to determine if a problem exists.

### **PHONE ANSWERED**

If the phone is answered, communications personnel shall interview the party who answers the callback to determine if a problem is detected. If after interviewing the caller, communications personnel determine with a reasonable degree of certainty that no problem exists, no police response will be required. Examples of situations where no police response is required include:

- Accidental dialing of 911
- Children playing with phone
- Malfunctioning equipment

If communications personnel can not determine, with a reasonable degree of certainty that the initial call was accidental or otherwise does not require police presence, officers shall be dispatched to the location to investigate.

Communications personnel shall always err on the side of public safety, and unless otherwise reasonably determined, should assume that police presence is required.

In any situation where a party states that a problem had occurred, but police presence is no longer required, police shall be dispatched to investigate and the party answering the phone should be so advised.

### **Non emergency calls**

1. Non emergency calls shall be answered as soon as possible. Non emergency calls will be placed on hold to answer the 911 line. The call taker or dispatcher shall answer all calls received on non emergency lines by saying "Norwalk Police, is this an emergency?"
2. If a non-emergency call is received on 911, the caller will be instructed to call back on a non-emergency line.
3. The call taker or dispatcher shall obtain, if possible, the following information from the caller:

- nature of the incident
  - location of the incident
  - information which will help in providing the proper police service
  - name, address, and present location of the caller
4. The call taker or dispatcher shall enter the information into the LEAS system as soon as practical.
  5. The dispatcher, upon notification of a non-emergency call shall:
    - As soon as practical, dispatch the call to an appropriate unit.
    - Assign additional units as may be needed based upon the nature of the complaint.
  6. Should a non-emergency call be held for more than 30 minutes, the dispatcher shall notify the communications supervisor and a field supervisor.
  7. It is the responsibility of the dispatcher to enter all pertinent information concerning a call into the LEAS system.

#### **Non response requests for service or information**

1. When a request for service is received which does not necessitate personal contact by an officer, but does require a report to be filed, the caller will be transferred or otherwise directed to the Complaint Unit. When the Complaint Unit is not on duty, the caller will be transferred or otherwise directed to the Desk Officer. Directive 4.1.10 describes the types of calls handled by the Complaint Unit or Desk Officer.
2. Any request for general police information, the caller will be transferred or otherwise directed to the Desk Officer. Examples of such requests include, but are not limited to:
  - prisoner status and information.
  - city events.
  - directions.
  - information relating to State Statutes or City Ordinances
  - personal messages for members of the Department
3. Any request for direct contact with a specialized division, unit, or person on duty having a direct line, the caller will be instructed to call that division, unit or person, and be given the direct line number.
4. Officer's home telephone numbers will not be given out to anyone other than police personnel unless there is an emergency, and a supervisor has authorized the release.

#### **12.4.2 Operational Manual and Procedures**

Operational guidelines for functions not addressed in this directive are covered in the following manuals:

- NCIC Operators Manuals
- APCO Telecommunicator's Manual as adopted by the Bureau of Statewide Emergency Telecommunications.

These manuals will remain in Communications and be available for reference.

#### **12.4.3 Misdirected Emergency Calls**

The E-911 telephone system is designed to route calls to the appropriate local emergency communications center. On occasion however, the Norwalk Department of Police Service may receive a misdirected emergency call intended for another jurisdiction.

Communication personnel will accept any misdirected emergency call and obtain the information as in any emergency call. If the call is intended for another jurisdiction in the State of Connecticut, the call information will be relayed to the emergency communications center for the appropriate jurisdiction. If the call is for a jurisdiction in another state, an operator will be contacted to determine the appropriate jurisdiction for relaying the information. In addition, the caller should be instructed to re-contact the appropriate emergency agency or department.

#### **12.4.4 Information Recorded for Calls for Service**

Communications personnel shall record the following information for all calls for service or officer-initiated actions:

- control number\*
- date and time of request\*
- name and address of complainant (if possible)
- type of incident
- location of incident
- unit/officer assigned\*
- assisting unit(s)/officer(s)\*
- time of dispatch\*
- time of officer arrival\*
- time of officer return to service\*
- disposition of reported incident

\*information automatically recorded by LEAS

#### **12.4.5 Radio Operations**

##### **General radio procedures**

Radio codes used by the Norwalk Department of Police Service are issued to all officers in the form of NPD070. Radio codes are used for brevity. A code or codes should not be used when they will not clearly describe the situation or may cause confusion or doubt as to the content and meaning of the message.

The Communications Division shall be designated as 'HEADQUARTERS' and field units shall be designated by their assigned numbers. Radio unit identification numbers are included as Appendix B.

With the exception of the encrypted radio frequency, the frequencies used by the Norwalk Department of Police Service are capable of being monitored by anyone possessing a receiver. Therefore, radio transmissions should be kept to a minimum for routine matters with other modes of communications used whenever practical.

Transmissions referring to the number of field units currently in service should be avoided whenever possible.

#### **12.4.6 Assignments**

When dispatching units to a call for service, the dispatcher shall state the unit that is assigned and the unit(s) assisting, if any.

Only those units dispatched by the Communications Division or ordered to a location by a field supervisor shall respond to the scene.

It is mandatory that all assigned and assisting units notify the Communications Division of their arrival at the scene and await acknowledgement prior to going out of service.

All units shall notify the Communications Division upon their return to service.

#### **12.4.7 Case Dispositions**

Upon a unit's return to service, the dispatcher will assign a case disposition and notify the appropriate unit. Any questions regarding assignment of a disposition will be directed to a field supervisor. One of the following dispositions will be assigned:

##### Disposition 1                      Case number issued. REPORT REQUIRED

- all arrests, summonses, infractions
- all calls for service (except as noted below)
- medical calls where any treatment is given

##### Disposition 2                      Case number issued NO REPORT REQUIRED

- all false alarms, false or improperly dialed 911 – enter information in call comments
- escorts
- no contact calls (such as speeding m/v complaint where caller is unknown)
- canceled calls
- all motor vehicle traffic stops
- medical calls where no treatment given – run NCIC check on patient and have information put into call comments

##### Disposition 3                      No case number issued - Police Activity

- self-initiated parking enforcement
- street interviews – run NCIC check on interviewed person and have information put into the call comments
- going out of town on police business
- At Police HQ on case follow up (case number already issued)

##### Disposition 4                      No case number issued - administrative/personal

- Meal breaks
- Personal breaks

#### **12.4.8 Entering and Leaving Service**

Any field unit which goes out of service for any reason must notify the Communications Division their exact location and the reason for going out of service. Field units may not go out of service until an acknowledgment is received from the Communications Division. Communications personnel shall indicate in the LEAS system the time and reason for an officer going out of service.

Any time a field unit signals out of service, that officer shall ensure that his or her portable police radio is on. Officers shall constantly monitor their portable radio in the event they are called by communications.

Upon returning to service, field units shall notify the Communications Division and assure acknowledgment from that location. Communications will then return that unit to in-service status in the LEAS system.

If a field unit fails to respond to a radio transmission from the Communications Division, further attempts shall be made to contact the unit. If no contact has been made within three minutes of the original radio transmission, a field supervisor shall be notified.

If a unit fails to respond for a call for service, or an emergency call, the Communications Division shall assign another unit and attempt continued contact with the other unit and notify a field supervisor.

#### **12.4.9 Radio Emergency Alert Button Activation**

All department patrol radios are equipped with emergency "panic" alert buttons. When activated, the radio signals its identity to communications personnel. Upon receiving a "panic" alarm from an officer's radio, communications personnel will immediately identify the officer assigned to the radio, which is broadcasting the emergency signal.

Communications personnel will then attempt to contact the officer (Signal 200) to determine the officer's status. If contact is not immediately made or if communications personnel can not confirm that the officer is not requesting assistance, additional officers will be immediately dispatched to the officer's location. A patrol supervisor will also be notified.

If the officer whose alarm has been activated can not be contacted, and their location is not presently known, a supervisor will be contacted and officers notified to attempt to locate the officer. Attempts to contact the officer will also be made on secondary radio channels. The supervisor will determine the next course of action based upon the circumstances.

#### **12.4.10 Designated Patrol Areas**

Units shall not leave their assigned posts without prior permission from the Communications Division or field supervisors.

Field Supervisors must notify the Communications Division as soon as practical when allowing a unit to leave their post.

In case of an emergency or a situation where assistance is needed, and the unit is unable to contact the Communications Division or a field supervisor, notification must be made as soon as possible. Units shall notify the Communications Division upon returning to their post.



#### **12.4.11 Assignment of Case Numbers**

Communications personnel will assign a separate case number for each call for police service. Generally, units will be notified of their case number upon completion of their assignment.

When necessary, and upon request, units may be notified of their case number prior to the completion of their assignment.

#### **12.4.12 Radio Frequencies**

##### **Station identification**

The FCC designated station identification for the Norwalk Police 800 MHz radio frequencies is WNQS 468.

##### **Channel One**

The primary channel used for communications between Norwalk Police Headquarters and the various field units. In general, all communications between the communications Unit and field units will be conducted on channel one unless otherwise directed or approved by the Communications Division or a field supervisor. This channel operates on the 800 MHz band.

##### **Channel Two**

A secondary channel used when channel one is disabled or otherwise temporarily unavailable. This channel operates in the same manner as channel one.

##### **Channel Three**

A tertiary channel used when channel one is disabled or otherwise temporarily unavailable. This channel operates in the same manner as channel one.

##### **Channel Four**

A talk-around channel referred to as talk-around channel one. This channel is used for car-to-car communications. The talk-around frequencies do not go through a repeater station, and therefore have limited range.

##### **Channel Five**

Talk-around channel two. Operates in the same manner as channel four above.

##### **Channel Six**

Talk-around channel three. Operates in the same manner as channel four above.

##### **Channel Seven**

A low-frequency channel that transmits from portable to portable and selected mobile units. Headquarters communications cannot monitor or transmit on this channel. This channel to be used for special purposes upon direction of a supervisor or officer in charge.

##### **County Hotline**

This station is administered by the Connecticut State Police. A transmitting and receiving station is located in the Communication Center of Norwalk Police Headquarters. The County Hotline will be monitored at all times by the Communications Division. The station identification for the County Hotline is KCB 297.

The County Hotline is used to exchange information of an emergency nature. It is not to be used for routine messages between departments. The Connecticut State Police (Troop G) are responsible for station identifications and radio checks of the Hotline.

## **Fairfield County Radio System**

This system is divided into two sectors:

The North sector consisting of:

Danbury	Trumbull	New Fairfield
Brookfield	Easton	Ridgefield
Monroe	Bethel	Newtown

South sector consisting of:

Greenwich	Fairfield	Stamford
Stratford	Darien	Norwalk
New Canaan	Bridgeport	Wilton
State Police Troop G	Weston	Westport

The use of the Fairfield County Radio System is governed by the Fairfield County Chiefs of Police Association. Regulations regarding the use and administration of this radio system are attached to this Directive as Appendix C.

## **FAPERN**

The Norwalk Department of Police Service subscribes to FAPERN (The Fairfield County Police Emergency Response Network). FAPERN is a new radio system, supported by the Fairfield County Chief's of Police Association which cross bands the frequencies of all Fairfield County agencies allowing direct communication between agencies, including portable radios, via each department's individual radio system. (Note - At this time, the 800 MHZ connection is not yet active and therefore, only Norwalk Combined Dispatch has access to the FAPERN system. Once the connection is completed, vehicles properly equipped will also have direct access to the FAPERN system.) The FAPERN system shall be used in any instance where officers need direct communication with members of other police agencies in Fairfield County and/or where officers from multiple jurisdictions are engaged in a common incident.

## **Public Works Radio**

This system need not be monitored unless an emergency exists. Should there be a problem with the Department of Public Works main radio, this system may be used to receive and transmit to Public Works field personnel. This will only be done after a request from the Public Works Department and after authorization by the commanding officer on duty.

## **Fire Department Radio**

This channel is the primary channel for Communication between the Communications Personnel and Fire Department units. This channel will be continuously monitored.

## **Traffic and Parking Radio**

This system need not be monitored unless requested by the Department of Public Works or if an emergency exists.

### **12.4.13 Telephone Communications**

In order to keep non-essential radio transmissions to a minimum, it is recommended that field units use telephone communications for the following situations:

- When the information is of such a nature that it should not be made accessible to the general public

- When the message is of such long or complex nature that it is not feasible to transmit over the radio
- Routine administrative matters (e.g., food pickup, personal messages, etc.)

Officers may call the dispatcher or other personnel at headquarters on the direct line number

#### **12.4.14 Video Monitoring**

Any area of the police department building may be monitored by audio/video cameras and/or recorded for the purpose of security and safety. The cells in the holding facility shall be monitored by the holding facility officer and/or desk officer. Notifications of video monitoring shall be posted in the holding areas. These notifications will be printed legibly in English and Spanish.

Communications Dispatch area is equipped to monitor the following areas within the police building:

##### **Cell block**

Although the primary responsibility for monitoring the cell block area is that of the Holding Facility Officer (HFO), Communications Personnel have the ability to monitor the cell block. Upon request of the HFO or Front Desk Officer, Communications Personnel shall monitor detainee(s) designated by the HFO or Front Desk Officer.

##### **Controlled Access Points**

Communications Personnel or the Front Desk Officer shall monitor controlled access points which provide access to the secured area of Police Headquarters. Communications Personnel and the Front Desk Officer shall determine who is to be admitted access through the controlled access points, identify persons requesting access, and only admit those persons authorized to enter by releasing the electronic locking device. If positive identification cannot be made, the person will not be allowed entry and directed to the front of police headquarters. Police Department Personnel will be issued access cards to allow entry into the controlled access points without the assistance of Communications Personnel or the Front Desk Officer.

The responsibility for allowing exit through this door is that of the Front Desk Officer only.

#### **12.4.15 Security Cameras**

There is a number of security cameras located within and outside of the police facility. Communications Personnel, as well as the Front Desk Officer and Holding Facility Officer have the capability of monitoring the security cameras. The security cameras will only be used for legitimate law enforcement or building security purposes. The Chief of Police or his designee may authorize other department personnel access to the security cameras at any time the need arises. The security cameras will be operated according to law and department policy at all times.

#### **12.4.16 COLLECT System**

1. Communications Personnel shall monitor the collect system and review all messages received by the collect system.

2. The COLLECT system will be used only for official law enforcement purposes. No one is authorized to release information from the COLLECT system contrary to law or departmental regulations.

3. Incoming Messages

General Information

Information which is pertinent to departmental operations or investigations shall be handled as follows:

- Immediately broadcast information to field units
- Notify a specific unit or division which may be able to or is required to act upon the information.
- Place this information on the Sergeant's clipboard.

Specific Information

- The information will be directed to the unit/division of officer named in the message.
- Information which is determined by its content and nature, to pertain to a specific unit, division, or officer, will be directed accordingly.
- If such unit, division, or officer is not on duty, communications personnel shall, depending upon the nature and content of the message, notify a field supervisor, make an appropriate reply if feasible, or leave a copy of the message at the work station or mail box of the appropriate unit, division, or person.

Messages requiring a reply

- The message will be directed to the unit, division, or officer, most suited or responsible for formulating the reply.
- If such unit, division, or officer is not on duty, communications personnel shall, depending on the contents or nature of the message, notify a field supervisor, make an appropriate reply if feasible, and/or leave a copy of the message at the work station or mail box for the appropriate unit, division or person.

4. Outgoing message

Messages initiated by the Norwalk Department of Police Service

- Messages should be sent through the terminal in the Detective Bureau whenever possible.
- Outgoing message will be prepared and coded as per NCIC COLLECT System Operator Manual. A copy of this manual will be maintained at each COLLECT system terminal.
- The originator (investigating officer) shall be advised of the Connecticut Message Number, O.C.A. number and the NCIC response number if applicable. This information shall be included in the officer's report.

- The sender of the message shall assure all appropriate information is logged in the Communications Log Book.
- If an additional copy of a message is required or requested by a specific unit, division or officer, such copy shall be placed in the designated pick-up box for the appropriate unit, division, or officer.

## 5. Cancellations

- Cancellations will be made by the originating unit, division or officer where appropriate.
- If the originator is unavailable, cancellation will be made by the Warrant Clerk when on duty, otherwise by Communications personnel.
- It is imperative that cancellation messages be sent promptly and a copy of the cancellation message be forwarded to the Records Division.
- Any departmental reports filed concerning the cancellation shall include the Connecticut Message Number, O.C.A. number and the NCIC response number, if applicable.
- The sender of a cancellation message shall assure all appropriate information is logged in the Communications Log Book.

### **12.4.17 Alarm Monitoring, Response and False Alarms**

City Code Chapter 11A-3 describes regulations and prohibitions regarding burglar and holdup alarms used in the City of Norwalk.

Chapter 11A-7(a) requires police officers to report false alarms to the senior police officer on duty or his/her designee. For the purposes of this requirement, patrol officers may report false alarms to Communications personnel.

Communications personnel shall indicate on the LEAS entry for the alarm, the reason (if known) for the false alarm, and the disposition as reported by the responding officer.

The Administrative Manager shall be responsible for carrying out the applicable provisions of Chapter 11A of the City Code. Such responsibilities include record keeping and billing functions.

### **12.4.18 Receipt and Delivery of Emergency Messages**

On occasion, this department may receive requests to deliver emergency messages to persons in the City of Norwalk. These requests may be received from other law enforcement agencies, medical facilities, or private citizens. In strict compliance with departmental directives, this department will deliver emergency messages under the following circumstances:

- Notifications of next of kin in the event of death or medical emergency
- Notifications of person to make an emergency phone call concerning a death, medical emergency, stranded person or traffic accident.
- Any other situation which communications personnel, or a field supervisor feels there is justification to deliver an emergency message.

When delivering emergency messages, officers shall respond to the proper location and deliver the message in an accurate, conscientious and professional manner. Such action shall be documented in the officer's report.

#### **12.4.19 Accessing External Services**

The Norwalk Department of Police Service frequently calls upon services external to this agency to assist in both emergency and non-emergency situations. Examples of such services include but are not limited to:

- fire apparatus
- ambulance services
- wrecker services
- funeral homes
- helicopter or aircraft
- utility companies

The procedures for contacting and procuring such services shall be maintained and available in a reference manual in Communications.

#### **12.4.20 Communications Security Measures**

In order to protect and safeguard communications equipment the Norwalk Department of Police Service shall adhere to the following security measures:

1. Access to communications equipment located within Norwalk Police Headquarters shall be limited to the Chief of Police, the Deputy Chief(s), or their designees.
2. Communications equipment located at off-site facilities shall be in enclosed, secure areas as determined by the commanding officer of Communications or Headquarters Division. The location of off-site communications equipment shall not be made known to the general public. The commanding officer of Communications or their designee shall conduct periodic inspection of off-site facilities.
3. Only repair and service personnel authorized by the commanding officer of Communications or the Headquarters Division shall have access to communication equipment

For the purpose of this Directive, communications equipment shall mean radio transmit/receive components, antennae, telephone switching and recording equipment, radio signal repeaters, computer mainframe systems and any other equipment that may be added or changed for the improvement of the operation.

## CHAPTER 12 .0

### RECORDS AND COMMUNICATIONS

#### 12.5 ELECTRONIC MESSAGING

##### 12.5.1 Definitions

Electronic Messaging Device (EMD): For the purposes of this policy, Electronic Messaging Devices, hereinafter referred to as EMD's, entail personal computers, electronic mail systems, voice mail systems, paging systems, electronic bulletin boards and Internet services, mobile data terminals and facsimile transmissions.

System Administrator: For the purposes of this policy, the person designated with the responsibility for managing all aspects of electronic messaging through individual computers and computer networks within this agency.

System Manager: For the purposes of this policy, the person designated with the responsibility for managing or supervising the use of specific types of electronic messaging devices.

##### 12.5.2 General Procedures

1. Transmission of electronic messages and information on communications media provided for employees of this agency are to be treated with the same degree of proprietary and professionalism as official written correspondence.
2. This agency encourages authorized and trained personnel with access to EMD's to utilize these devices whenever necessary. However, use of any of these devices is a privilege that is subject to revocation based on breaches of this policy.
3. EMD's and their contents are the property of this agency and intended for use in conducting official business with exceptions noted elsewhere in this policy.
4. Members are advised that they do not maintain any right to privacy in EMD equipment or its content. This agency reserves the right to access, for business purposes, any information contained on EMD's and may require from members, passwords to files that have been encrypted or password protected.
5. Viewing, downloading and/or transmitting materials (other than that required for police business) that may involve the use of obscene language, images, jokes, sexually explicit materials or messages that disparage any persons, group or classification of individuals, is prohibited whether or not a recipient has consented to or requested such material.
6. Confidential, proprietary or sensitive information may be disseminated only to individuals with a need and a right to know and when there is sufficient assurance that appropriate security of such information will be maintained, or pursuant to law.  
Such information includes but is not limited to:
  - Transmittals of personnel information, such as salary, sick time; vacation; compensatory time; performance reviews, complaints, grievances, misconduct, disciplinary information, medical records or related information.
  - Criminal history information and confidential informant identification.
  - Intelligence and tactical files.

7. No member shall access any files or databases unless they have a need and a right to such information. Additionally, personal identification and access codes shall not be revealed to any unauthorized source.

EMD's are designed and intended for conducting business of this agency and are restricted to that purpose with the following exceptions:

- Infrequent personal use of these devices may be permissible if limited in scope and frequency, if in conformance with other elements of this policy, if not connected with a profit making business enterprise or the promotion of any product, service or cause that is not approved by this agency.
- Personnel may make off-duty personal use of agency computers for professional and career development purposes in keeping with other restrictions of this policy and with prior notification of an appropriate supervisor.

### **12.5.3 Importing/Downloading Information or Software**

1. Members shall not download or install any file (including sound and video files and files attached to e-mail messages), software or other materials from the Internet or other external sources without taking prescribed steps to preclude infection by computer viruses. Material shall be downloaded to a portable media device and scanned for viruses prior to being entered into any personal or shared system. In no case shall external material or applications be downloaded or installed directly to any shared (network) drive. When in doubt members shall consult the system administrator or system manager for guidance.
2. Members shall observe the copyright and licensing restrictions for all software applications and shall not copy software from internal or external sources unless legally authorized.
3. Privately owned software may be loaded on agency computers if it is necessary for business purposes and is properly licensed. Personal software will be removed if it conflicts with departmental hardware or software, interferes with the ability of other members to access or utilize the computer or occupies excessive storage space needed by the agency.
4. Members shall observe copyright restrictions of any documents sent through or stored on electronic mail.
5. The system manager or system administrator must authorize any hardware enhancements or additions to agency owned equipment. The system manager is responsible for determining proper installation procedures if approved.
6. Members shall not permit unauthorized persons to use this agency's electronic mail system.
7. To avoid breaches of security, members shall log off any personal computer, which has access to the agency's computer network, electronic mail system, the Internet or sensitive information, whenever they leave their workstation or vehicle. An exception to this shall be made in the case of individuals who have the ability to secure their individual equipment by locking a private office space, thereby preventing access to the equipment.
8. Members shall not manipulate or alter any current software running on agency owned mobile, desktop or handheld computers without authorization from the system administrator



#### **12.5.4 System Backup and Security**

The System Manager and/or System Administrator shall ensure that the applicable EMD system, which includes the Records Unit and LEAS, are backed-up at least once each twenty-four period.

The System Manager and/or System Administrator shall conduct an audit at least once each year to verify that the system security on applicable EMD systems has not been violated. A check shall be made for access and/or password violations. A report on the results of this audit shall be made in writing to the Deputy Chief of Administration or his designee. In addition, the System Manager and/or System Administrator shall make routine and regular inspections of EMD systems to assure compliance to this directive by members of the agency.



## **CHAPTER 12.0**

### **RECORDS AND COMMUNICATION**

#### **12.6 POWERPHONE TOTAL RESPONSE EMD PROTOCOL**

##### **12.6.1 PowerPhone Total response EMD Protocol**

###### **PROCEDURE:**

- A. Computer software containing protocols for Emergency Medical Dispatching shall be available at each call-taking and dispatch position.
- B. This protocol system will provide standardized key questions, post-dispatch instructions, pre-arrival instructions and response-based guidance.
- C. The protocol program shall be kept active at communications terminals at all times.
- D. The PowerPhone Total Response EMD protocols have been approved by the medical dispatch steering committee and the Medical Director for the City of Norwalk.
- E. The PowerPhone Total Response computer software and its protocols shall be followed on all incoming EMS-related emergency calls.

##### **12.6.2 Training**

It will be the responsibility of the commanding officer of the Communications Division to ensure all dispatch employees under his command are certified in PowerPhone Total Response and receive any updated and/or re-certification courses necessary.



## **CHAPTER 12.0**

### **APPENDIX A**

#### **DEFINITIONS**

##### **Ambulance Unit**

Norwalk Hospital Emergency Services Department, or any location designated by the Chief of Emergency Services to receive calls for medical services.

##### **LEAS System (Law Enforcement Administrations System)**

The computerized system into which information is entered for assisting in the dispatch of units and retention of that information as a permanent record.

##### **Call Taker (Switchboard Operator)**

A person whose primary function is receiving information by telephone and to channel that information to the proper agency or person for further action or disposition.

##### **COLLECT System**

Computerized system by which information is exchanged by and between local, state and federal agencies. This information may consist of, but is not limited to, the following: operator's license information, motor vehicles, general police information, missing persons, record checks and status of incarcerated persons.

##### **Communications Personnel**

Sworn or non-sworn personnel assigned to work in the Communications Unit.

##### **Department of Public Works Radio**

The radio system located at the DPW Administration Building which may be monitored and transmitted over in cases of emergency.

##### **Direct Line**

The four number system preceded by the 854 prefix, which allows direct dialing from outside the police building to individual telephones within the building.

##### **Dispatcher**

A person whose primary function is to transmit radio messages to field units and other agencies and to receive and analyze radio messages from those units and agencies

##### **Emergency Call**

A call for service, regardless of its nature, which requires immediate action and attention due to the threat or possibility of life, and/or property being jeopardized.

##### **Fairfield County Radio System**

The radio system located in the Communications Division and mobile units which provides direct communications among police departments within Fairfield County.

##### **Fire Department**

The Volk Central Fire Station on Connecticut Avenue, or any location designated by the Chief of the Norwalk Fire Department, to receive calls for Fire Department services.

**Hot-Line**

County wide radio system based in Troop G (Westport) linking the communications centers of Fairfield County Police Departments.

**Interline System**

The four number system used for directly calling individual telephones within the police building and City departments.

**Non-Emergency Call**

A call for service, regardless of its nature which does not require immediate action and attention because there is no threat or possibility of life and/or property being jeopardized.

**Paging System**

The system by which individual telephones may be used as a public address system within the police building.

**Phone Trace**

A feature of the 911 Emergency System which allows the call taker to determine the location from which a call is being or has been made.

**Police Unit**

Officer(s), regardless of duty assignment, who are responsible for the handling of emergency calls, non-emergency calls, or other duties as assigned by Communications.

**Traffic and Parking**

Radio system used by Traffic and Parking with capability to receive and transmit from the Communications Division and selected mobile units. The use of this radio frequency is restricted. In cases of an emergency, the commanding officer of the Patrol Division can authorize the use of this radio frequency.

## CHAPTER 12.0

### APPENDIX B

#### RADIO CALL NUMBERS

##### Direct 1-8: PATROL UNITS

##### A, B, C, D as needed

41	Patrol Lieutenant
42	Patrol Sergeant
43	Patrol Sergeant
44	Patrol Sergeant
45	Patrol Sergeant
46	Patrol Sergeant
48	
49	Reserved
51	Chief
52	Deputy Chief
53	Deputy Chief
54	
55	Reserved
56	
57	
58	Animal Control Officer
59	Asst. Animal Control Officer
60	Professional Standards Lieutenant
61	P.S. Internal Affairs Lieutenant
62	Professional Standards Sergeant
63	Ambulance
64	Ambulance
65	Ambulance
66	Sergeant - Marine Unit
67	Officer - Marine Unit
68	Lieutenant - Identification Unit
69	Sergeant - Identification Unit
70	Mayor
71	Police Commissioner
72	Police Commissioner
73	Reserved
74	Court Officer
75	Property Officer
76	
77	Training Lieutenant
78	Training Officer
79	Training Officer
80	Headquarters Division
81	Reserved

##### SPECIAL SERVICES

130	Lieutenant
131	Sergeant
132	Detective
133	Detective
134	Detective
135	Detective
136	Officer

137	Officer
138	Officer
139	Reserved

##### SPECIAL VICTIMS UNIT

100	Lieutenant
101	Sergeant
102	Sergeant
103	Detective
104	Detective
105	Detective
106	Officer
107-110	Blank
111	SRO
112	SRO
113	SRO
114	SRO
115	SRO
116	SRO
117	SRO
118	SRO
119	SRO
120	SRO
121	SRO
122	SRO
123	SRO
124	SRO
125	SRO
126	SRO
127	SRO
128	SRO
129	SRO

##### DETECTIVE DIVISION

200	Lieutenant
201	Sergeant
202	Sergeant
203	Sergeant
204	Detective
205	Detective
206	Detective
207	Detective
208	Detective
209	Detective
210	Detective
211	Detective
212	Detective
213	Detective
214	Detective
215	Detective

216	Detective
217	Detective
218	Detective
219	Detective
220	Detective

**COMMUNITY POLICE SERVICES DIVISION**

300	Lieutenant
301	Sergeant
302	Sergeant
303	Officer
304	Officer
305	Officer
306	Officer
307	Officer
308	Officer
309	Officer
310	Officer



## **CHAPTER 12.0**

### **APPENDIX C**

#### **SUBJECT: OPERATING RULES FOR THE POLICE EMERGENCY RADIO SYSTEM**

Effective this date, the Fairfield County Chiefs of Police Association, Police Emergency Radio System (known as PERS), Operating Rules, will be followed by all personnel.

1. Each participating department shall monitor the PERS frequency (North or South, as appropriate) at all times on its base station. In the event of base station failure, monitoring shall be accomplished by mobile (preferable) or portable radio. Use of mobile and portable radios in the field shall be optional with each department.
2. Use of the PERS regional (through-the-repeater) frequency shall be restricted to the following uses, in descending order of priority.
  - a. Critical emergency situations involving more than one town, or within one town if operating under subsection "c" below. Examples are car chases, life-threatening incidents on town borders or serious crimes requiring immediate notification of adjoining towns.
  - b. Emergency situations not of a critical nature, involving more than one town if operating under subsection "c", below. Examples are multi-town traffic control problems such as might be caused by blockage of major highways and mutual assistance operations.
  - c. Use of a "back-up" in the event of the failure of a town's own police radio system. Towns having more than one police frequency should use their own frequencies first, and use the PERS frequency under one of the other subsections when a second frequency becomes necessary. Use of the PERS frequency under this subsection shall be limited to 48 hours unless approval shall be granted by the PERS policy board.
  - d. Non-emergency, field tactical communications between officers of two or more towns. Examples are officers of one town serving warrants in another town in conjunction with officers of that town, or conducting a joint investigation.
  - e. Non-emergency, special event control. Examples are fairs, concerts, etc., in one or more towns. Use of the PERS frequency for such events should be reserved, when possible, by notifying the PERS policy board one week in advance. If sufficient range can be had through "talk-around", that mode of operation should be utilized.
  - f. All other communications, such as testing or administration.
3. Use of PERS "talk-around" frequency shall be the discretion of each department, provided such use shall be for police purposes. Use of PERS under this section shall yield to all uses under section 2, above.

4. Control of any activity using PERS for communication shall rest with the town within which the activity is occurring. If that town does not respond to PERS traffic, then control shall pass to the town whose officers are the primary participants. If neither that town, nor any other town with officers involved, can communicate with the participants, control shall pass to the coordinator for that frequency. The coordinator may assume control, or direct a specific involved officer to assume control, or, if feasible, attempt to relay communications (by any means) to the appropriate town as above and thereby restore control to that town.
5. The use of all PERS channels shall primarily depend upon this courtesy and judgement of each department to yield to a higher priority use in accordance with sections 2 and 3, above, and to accommodate the needs of all departments. However, in the event of conflict, the towns of Newtown and Darien shall be designated as coordinators for the North and South systems, respectively, and all member departments agree to abide the directions and judgement of those towns' communications officers with regard to the use of any PERS channel. Complaints may be made to the PERS policy board at a later date. The coordinators shall conduct daily time checks to ensure service capability, and arrange for maintenance work as necessary.
6. All communications on either PERS frequency regional channels (through-the-repeater) shall be plain English and shall identify the transmitting town. Communications on the talk-around channels may be in code, if desired, but must include a call sign in accordance with FCC regulations.
7. Each transmitting department shall utilize its call sign as is customary in police use, and shall keep a log of all significant transmissions. Transmissions may be recorded in the department's regular communications log, provided some notation is used to denote the PERS system.
8. Each chief or superintendent is responsible for ensuring that his department complies with FCC regulations and these rules. He shall investigate all complaints or allegations of misconduct on PERS by his officers, and impose discipline as appropriate.
9. There shall be a PERS policy board consisting of the president of the Fairfield County Chiefs of Police Association (FCCPA), and four chiefs or superintendents of participating departments appointed by the president and approved by the FCCPA. The policy board shall have authority only with regard to operating procedures, including interpreting and amending these rules, and not over financial or organizational matters. Decisions of PERS policy board shall be by simple majority of members available, and may be made by meeting or by telephone contact.

## CHAPTER 13.0

### PROPERTY MANAGEMENT

#### 13.1 COLLECTION AND PRESERVATION OF EVIDENCE

##### 13.1.1 Responsibility

###### **Minor crime scenes**

For the purposes of this directive, a minor crime scene is defined as an incident scene in which the crime is not of a serious nature and/or the follow-up investigation is being conducted by the Patrol Division.

Generally, the patrol officer who investigates an incident which results in a minor crime scene will be responsible for the collection of evidence at the minor crime scene. The patrol officer, through his/her supervisor, may request the assistance of either the Detective Division or Identification Unit personnel for specific purposes such as, certain burglaries, larcenies or other incidents which may require crime scene processing.

###### **Major crime scenes**

For the purposes of this directive, a major crime scene is defined as an incident scene in which the crime is of a serious nature and/or the follow-up investigation is being conducted by the Detective Division, Special Victims Unit, or Special Services Division.

Generally, the Identification Unit will be responsible for the collection of evidence from any major crime scene. Investigative personnel from the respective investigative unit will be responsible for the follow-up of the incident.

The supervisor of the investigative unit conducting the investigation of a major crime scene should request the assistance of personnel from the Identification Unit to assist in the collection of evidence.

Generally the following incidents will be considered as a major crime and the incident scene shall be treated as a major crime scene:

- homicide
- questionable death
- felony sexual assault
- robbery
- arson
- kidnapping/abduction
- felony assaults
- RRES crimes
- child abuse
- other incidents at the discretion of the commanding officer or officer in charge of the Patrol Division

### **13.1.2 Coordination of responsibilities**

Generally, the patrol officer or investigator assumes responsibility for the collection and preservation of evidence at crime scenes. From time to time however, specialized equipment and training may be required. In those instances where equipment or expertise beyond what is available through the investigative units is needed, the officer in charge of the Detective Division shall request the services of the Identification Unit.

The Detective Division shall authorize the commanding officer of the Identification Unit be contacted to respond to the scene.

#### **Authority**

The commanding officer or officer in charge of the unit responsible for the follow-up investigation shall be in control and command of the crime scene. If the Identification Unit is contacted to respond and conduct the processing duties, the officer in charge of Identification Unit shall be responsible for the specific methods used to process the evidence at the scene. The collection and removal of the evidence shall be at the direction and in cooperation with the commanding officer or the officer in charge of the investigative unit in charge of the crime scene.

The officer in charge of the investigative unit and the officer in charge of the Identification Unit will work closely and cooperatively to ensure continuity of information and responsibilities.

### **13.1.3 Availability of Crime Scene Processor**

#### **Normal working hours**

The investigative unit responsible for the follow-up investigation as outlined in Directive 6.1.3 shall be contacted at the direction of the commanding officer or officer in charge of the Patrol Division. This call out shall be made as soon as practical, but in any event within one hour of the crime scene being discovered.

The scene shall be secured by the Patrol Division until the arrival of the crime scene processor from the specific investigative unit.

#### **Overnight hours**

During those times when an investigator from the unit responsible for an investigation is not on duty, procedures as outlined in Directive 6.2.4, "On call coverage" shall be followed.

This call out shall be made as soon as practical but in any event within one hour of the crime scene being discovered.

The scene shall be secured by the Patrol Division until the arrival of the crime scene processors from the specific investigative unit.

### **13.1.4 Crime Scene Processing**

Crime scenes processed as major crimes shall require the completion of the following functions:

- personnel log
- evidence recovery log
- crime scene sketch

- photographic log (form or thumbnail list)
- report and supplements

Crime scenes processed as minor crimes shall require the completion of the following functions:

- evidence recovery log
- photographic log (form or thumbnail list)
- reports and supplements

### **13.1.5 Responsibility of First Responding Officers**

#### **Securing and protecting the scene**

The first responding officers to any crime scene shall secure and protect the scene to ensure that physical evidence is not disturbed, touched or handled, unless there is a danger of the evidence being lost or otherwise destroyed before it is processed. In a situation where evidence must be handled prior to processing due to exigent circumstances, the officer removing or handling evidence shall record all pertinent information including:

- location found
- time removed
- name of officer removing
- current location of evidence
- original condition of evidence

In any incident where, because of other exigent circumstances such as officer safety, arrest of perpetrator(s), treatment of injured, or evidence is disturbed, the above information shall be recorded whenever possible. A notation shall be made in the officer's report documenting all instances where evidence is handled, touched or otherwise disturbed, prior to processing.

Access to any crime scene shall be restricted to those persons who have a genuine need to enter. The officer in charge at the incident scene shall ensure that all persons who enter a crime scene are logged on the personnel log as to time in and out of the scene.

### **13.1.6 Methods for Crime Scene Processing**

Methods used for processing evidence in the field are those that will preserve the condition of evidence in the process of collection, prevent the introduction of foreign materials to the evidence, and ensure as complete a sample as possible and practical. Certain kinds of physical evidence such as liquid blood samples must be placed in proper containers and delivered promptly to the laboratory or placed in the Norwalk Department of Police Service evidence refrigerator. Other items that may contain latent fingerprints must be protected from any action that will destroy existing fingerprints or add others.

#### **Minor crime scene**

Generally, minor crime scenes will be processed by the patrol officer responsible for the investigation or such other officer as may be directed by the field supervisor. Processing physical evidence in the field of a minor crime scene is as follows:

- Photograph the scene, if necessary, and collect all physical evidence using collection bags or containers, depending upon the nature of the evidence. All evidence shall be logged on the evidence log form.

- If photographs are taken, a photograph log form or thumbnail list shall be completed.

### **Major crime scene**

Generally, major crime scenes will be processed by the Identification Unit and the investigative unit responsible for the follow-up investigation. Processing physical evidence in the field of a major crime scene is as follows:

- Photograph the scene, if necessary, measure location of evidence; sketch scene and collect all physical evidence using collection bags or containers, depending upon the nature of the evidence. All evidence collected will be logged on the evidence log form.
- If photographs are taken, a photograph log form or thumbnail list shall be completed.

#### **13.1.7 Evidence Collection**

When physical evidence is recovered at any crime scene, an evidence collection log shall be completed and include the following information:

- headquarters case number
- investigative division case number
- incident type
- date and time
- officer collecting
- item description
- location found
- officer who found item

The evidence will be transported to headquarters and promptly entered into LEAS and placed into a secured locker. Perishable evidence will be reported to the desk officer to ensure that it is promptly transported to the laboratory or placed in the evidence refrigerator.

### **Latent fingerprints**

Evidence to be processed for latent fingerprints will be brought to headquarters when possible and either processed by the investigative unit or turned over to the Identification Unit for processing. Items too large to be brought to headquarters will be processed at the scene.

Proper techniques for the processing of items for latent prints shall be utilized and include:

- photography
- powders
- chemical agents

Lifted latent prints shall be identified by completing the information on the print card. Lifted prints shall be securely stored in the Property Unit.

### **Collection of body fluids**

The collection and storage of body fluids differs in the manner in which it should be collected and stored. For this reason the evidence processor will determine whether or not to collect body fluids and how to store the fluids considering the following factors:

- location of the scene

- time lapse between crime and discovery
- temperature, humidity and surface type
- whether fluid is liquid or dry
- need or availability of DNA

Types of body fluids include:

- blood
- saliva
- semen
- mucous
- feces
- urine

Officers collecting body fluids shall adhere to the infection control procedures contained in Directive 3.12 to avoid unnecessary exposure to infectious diseases or biohazardous materials.

### **13.1.8 Photography, Video, and Audio**

#### **Photography**

Photography at the crime scene shall be conducted by a trained photographer. When necessary, and before any evidence is collected, the scene and evidence shall be photographed as is, with all evidence in place. A second photograph of the evidence may be taken with a scale in the field of view.

When photographic images are taken, a log form or a thumbnail list shall be completed which includes the following information:

- headquarters case number
- investigative division case number
- incident type
- date and time
- officer taking photographs
- camera number
- whether auxiliary lighting was used
- number of photographs taken

Photographic images taken by officers will be downloaded into the Identification Unit computer and then burned onto a monthly DVD and stored in the Identification Unit. Still photographic images shall be maintained in a secure file in the Identification Unit. Conventional photography negatives and photos are scanned, digitized, preserved, and stored in the same fashion as photographic images as described above. The original negatives and photos shall also be maintained in a secure file in the Identification Unit. Agency personnel are not authorized to alter or enhance images.

Generally, the use of personally owned equipment/device which captures photos, videos, or audio recordings of images or sounds of incidents, crimes scenes, or any other form of evidence is prohibited. However, in exceptional circumstances, where department equipment is not readily available or viable, and the time needed for its arrival would jeopardize the integrity or availability of the incident, crime scene, or any other object considered to be or have evidentiary value, the officer may make use of personally owned equipment/device to capture images or sounds prior to its degradation, destruction, or in-availability. The officer must be able to articulate the totality of circumstances that lead to the use of personally owned

equipment/device in such instances. The officer is not mandated to use personally owned equipment/device in these situations, but should consider the impact of the loss of evidence in extraordinary situations. If the officer uses personally owned equipment/device in the above stated situation, the captured images or sounds shall be downloaded from said personally owned equipment/device, to department owned equipment as described above. The officer shall then delete any remaining copy and/or data of the captured image(s) or sound(s) that may have remained on the personally owned device.

If the situation is such that the officer's department issued equipment is not viable, and urgency does **not** exist, the officer shall request and wait for the arrival of other/additional department equipment rather than use personally owned equipment/device.

Photographic and video images, as well as audio recordings taken of incidents, crime scenes, or otherwise secured as evidence by members of this department, whether using department owned equipment or personal equipment, are the property of the department, and as such shall be properly recorded in police reports submitted by the officer taking such photographic and/or video images and audio recordings. No images (still, video, or other) or audio recordings shall be released, except as specified by department directives and according to law.

The Identification unit performs redundant back-ups of its audio/video evidence hard drives, as well as transferring such digital evidence onto external storage media.

#### **Photograph Procedures:**

- photograph evidence, crime scene or accident scene
- last photo should be of the completed photograph card (NPD Form #83) this will delineate between cases as more than one case may be stored on the SD memory card
- turn in the SD memory card to the Identification Unit lockers outside of Room 249
- complete the ID Photo Log Form located on Locker # 20
- place the SD memory card in its canister and the Photograph Card into a gold paper envelope found in Locker # 21
- drop the gold envelope into the Drop Mailbox inside of Locker # 20
- sign out a new SD memory card from the lock box in Locker # 21

If a supervisor utilizes a Platoon issued camera, they must follow the same procedures above, but upon completion, must return the camera to the Platoon Office.

#### **Video (Other than BWV)**

Video recording of the crime scene may be conducted in addition to still photography, at the discretion of the officer in charge of the scene. The video recording will then be downloaded to the Identification Unit computer, and then burned onto a DVD or CD, and shall be entered into LEAS as evidence and maintained in the Property Unit. Video recording equipment, by design, simultaneously records audio, and is processed jointly when captured via a video recorder.

#### **Audio (other than BWV)**

In cases where audio recordings are made by members of this department, digital recording devices may be used. Said recordings are downloaded onto a department computer(s), placed on a DVD or CD, and entered into the property unit if of evidentiary value.

In cases where pre-existing audio recordings are needed as evidence, department members may follow the same procedure as above, and copy the original audio source conventionally onto a digital recording device.



Department members may also seek the assistance of the Technical Investigations Unit (TIU) officer who may perform a digital extraction of audio (and/or video) files from a digital device/source, via computer program(s). Preservation and storage of evidence shall follow department directives and applicable laws. (See chapter 13.1.20).

#### **13.1.9 Field Sketch**

The field sketch is prepared so that the location of crime scene evidence can be located on a scale diagram that may be prepared at a future time. In addition, the sketch may assist investigators in the follow-up investigation as a visual reference. The field sketch shall encompass the entire crime scene with measurements being taken by the triangulation or coordinate method. The following should be included in a field sketch, if applicable:

- dimensions of outside of and inside of scene
- relationship of crime scene to other buildings, geographical features or roads
- address, floor or room number as appropriate
- location of significant features of the scene, to include the victim, doors, windows, and furniture and all objects relating to the crime scene
- date and time of preparation
- name of person preparing sketch
- directions of north, south, west and east relative to sketch
- location of physical evidence recovered

#### **13.1.10 Reports to be Filed**

All officers processing a crime scene shall complete a supplemental report detailing their actions as well as any evidence recovered.

In any major crime scene where physical evidence has not been collected or photographs are not taken, the assigned officer or investigator shall prepare a supplemental report detailing the specific reasons why the evidence or photographs were not taken.

#### **13.1.11 Crime Scene Equipment**

The evidence processor assigned to any major crime scene shall bring at a minimum, the following items with them to the scene:

- camera
- fingerprint kit
- measuring tape
- sketching equipment
- evidence collection equipment
- evidence storage containers
- necessary reports and logs

#### **13.1.12 Submission of Perishable Evidence**

Perishable evidence includes fresh blood, blood stained objects, tissue, biological materials and other physiological fluids, with the possibility of containing DNA. When collecting perishable evidence, the following procedures shall be followed using, when necessary, a blood stain (and/or other body fluid) collection kit:

### **Blood stained materials**

Blood stained items shall be air-dried prior to packaging. The items may be placed in the Identification Unit drying chamber for this purpose. After the items have been thoroughly dried, they will be placed in a paper bag or envelope prior to being submitted to the property room. Each item of blood stained material is packaged separately to avoid contamination

### **Fresh blood (wet specimen)**

Fresh or wet blood shall be collected using a swab or 4-6 gauze. The swab or gauze must be air dried thoroughly before being sealed in a paper bag or envelope. The swab or gauze shall then be entered into LEAS and turned over to the Property Unit.

### **Dry blood**

When possible, submit the entire object that has the bloodstain on it. When the bloodstain is located on a wall, floor, or other such object, one of the following procedures shall be used.

When a large amount of stained material is present, the simplest technique is to scrape several large flakes into an envelope or pillbox. When the stain is small, the fiber technique should be used. 4-6 gauze fibers about 1/2 inch long shall be cut and moistened with a small amount of distilled water. The stain will be swabbed. The fibers shall be air-dried thoroughly before being sealed in a paper bag or envelope. If the samples are dried thoroughly, refrigeration is not necessary.

### **Other biological tissues**

Other biological materials and tissues may be collected using the same techniques as described above, and should be secured and stored in the evidence refrigerator.

***All physiological fluids and evidence shall display a BIOHAZARD warning label on the exterior packaging. In addition, guidelines for handling biohazardous materials are outlined in directive 3.12.***

### **13.1.13 Materials and Substances Collected From a Known Source**

A significant degree of laboratory examinations concern the identification of substances and comparison of these materials from known sources. When the following types of physical evidence are collected from a crime scene, a known standard shall be collected, if possible.

- blood
- hair
- fibers
- footwear
- tool marks
- soil
- metal
- wood
- glass
- paint
- fabrics

The location from which samples from a known source are taken is critical where fractures have occurred, such as in the case of glass, wood, paint and metal. Therefore, the locations from which the samples were obtained shall be noted on the report and included with the request for examination.

#### **13.1.14 Marking of Physical Evidence**

For physical evidence to be accepted by the court at the time of trial, it is essential that the chain of evidence be maintained. The initial step in this process is the marking or labeling of physical evidence at the time it first comes into custody.

Physical evidence will be marked by the officer collecting the item in such a manner that the marking will be permanent and can be identified at a later date by the collecting officer. The marking shall include the initials of the officer collecting the evidence and the date and time located.

The method or equipment used to mark the item will depend upon the size and surface of the item.

Items will not be marked in such a manner that it could interfere with laboratory examinations.

#### **13.1.15 Transfer of Physical Evidence**

Each time there is a transfer of custody of physical evidence, a written record of the transfer shall be noted in the appropriate log, pursuant to Directive 13.2 Property Storage.

#### **13.1.16 Submission of evidence to laboratory**

The Norwalk Department of Police Service utilizes the State of Connecticut Toxicology, Forensic and Computer Crime Laboratories for the processing of physical evidence not able to be appropriately examined by Norwalk Department of Police Service personnel. The officer in charge of the Property Unit shall ensure that perishable items are refrigerated until transported to the laboratory. The officer in charge of the Property Unit shall ensure that evidentiary items are transported on a weekly basis in accordance with state laboratory submission guidelines.

Officers requesting laboratory examination of physical evidence shall complete state form DPS-997-C "Request for Examination of Physical Evidence" for toxicological examination related to narcotics, drugs, bloodstains, physiological fluids, DNA, or volatile combustible compounds. Upon completion of the examination, the laboratory forwards a written report of their findings to the investigator requesting the examination.

The investigating officer or investigator shall ensure that the appropriate laboratory requests are completed related to any evidence that is being forwarded for examination.

A notation will be made in the supplemental reports detailing which evidence is being prepared for laboratory examination.

#### **13.1.17 Processing Stolen Vehicles**

Upon recovery of a stolen motor vehicle, the investigating officer shall cause the reporting agency and other appropriate personnel to be notified, as well as complete a supplemental report, including the NCIC cancellation numbers.

The investigating officer shall conduct an inventory search of the vehicle, and while conducting said search shall be alert to locating any items of evidentiary value in or on the vehicle. Should

any items of evidentiary value be located, they will be treated pursuant to this directive on physical evidence.

Once the vehicle has been searched and processed for evidence, the owner will be notified to claim the vehicle, or the vehicle will be removed pursuant to department policy.

#### **13.1.18 Motor Vehicle Accident Scenes**

Generally, motor vehicle accident scenes will be processed by the patrol officer responsible for the investigation.

From time to time, specialized skills may be required due to the severity of the accident related to extensive property damage or injuries. The Norwalk Department of Police Service maintains a list of specially trained accident investigators who may be called at the direction of the officer in charge of the patrol division to assist with or assume the investigation and scene. The Identification Unit will be called out to document and process the scene where serious injury or death occurs.

#### **13.1.19 Training**

Training in crime and accident scene processing is provided to all recruit officers as part of the basic recruit training at POST Academy.

Officers and investigators shall receive additional in-service training as part of the state mandated training requirements. In addition, investigators shall be sent to various training seminars and schools for evidence processing and crime scene investigations. Such training sessions may include:

- crime scene photography
- basic crime scene processing
- intermediate crime scene processing
- advanced crime scene processing
- accident reconstruction

#### **13.1.20 Computer Seizure**

Computer equipment can be damaged or data lost due to improper shutdown methods, or may be pre-programmed to erase or destroy data if start-up or shutdown procedures are not followed. The Norwalk Department of Police Service participates in the Technical Investigations Unit (TIU) of Southwest Connecticut which was established to provide advanced technical support to the officers of this region.

Whenever a member of this department plans to seize a computer, computer equipment or other electronic evidence, pursuant to an investigation, he shall notify his supervisor and request the assistance of the Special Victims Unit, TIU officer.

The supervisor shall evaluate the information related to the investigation and, in consultation with the TIU officer, determine whether a specialist shall be involved in the seizure.

In making this determination, the supervisor should take into account the following factors:

- The seriousness of the investigation
- The complexity of the investigation
- The likelihood that evidence may be lost if improper seizure methods are employed
- The computer expertise of involved or available personnel

- The availability of qualified a computer seizure specialist

If a determination is made that a computer seizure or electronic evidence specialist shall be employed, the TIU officer shall determine the course and manner of the physical seizure of the computer, computer equipment, or electronic evidence.

Additionally, assistance can be sought through other state and federal agencies. Depending upon the nature of the investigation, the TIU officer may request the assistance of the Connecticut State Police Computer Lab personnel to assist in the seizure.

All computer equipment and electronic evidence seized by TIU must complete the appropriate forms as set forth by the State of Connecticut Judicial District Court. These forms are located in NPD Info, under Department Forms, TIU Forms folder.



## CHAPTER 13 .0

### PROPERTY MANAGEMENT

#### 13.2 PROPERTY AND EVIDENCE STORAGE

##### 13.2.1 Property Responsibilities

The Property Officer is responsible for the handling, security and disposition of property or evidence that is acquired by the Norwalk Department of Police Service as found, recovered or evidentiary. The Property Officer will also maintain records of such property/evidence and ensure that the chain of custody is documented for all property/evidence under the control of the Property Unit.

##### 13.2.2 Agency Owned Property

The commanding officer of the Headquarters Division is responsible for maintaining an inventory of and control over all departmental property.

All purchases of department property shall be made through the Administrative Manager pursuant to the provisions of Directives 2.10.10. through 2.10.12 and City of Norwalk purchasing guidelines.

The commanding officer of the division or unit to which agency owned property is assigned shall be responsible for maintaining the property in a state of operational readiness.

The commanding officer of the Headquarters Division is responsible for maintaining the department equipment not assigned to a particular unit or division in a state of operational readiness. Such equipment includes but is not limited to: the police fleet, radios, communications equipment and telephones.

##### 13.2.3 Hours for Public Business

The Property Unit shall be open for public business between 8:30 AM and 4:00 PM Monday through Friday, and other times as determined by the commanding officer of the Headquarters Division.

##### 13.2.4 Property Storage Facilities

The Norwalk Department of Police Service uses the following locations for storage of property/evidence acquired by this department.

Room #135	Main Property Unit
Room #136	Weapons
Room #137	Drugs and cash
Room# 182	Garage storage
Room #249	Identification Unit lockers
Secured lockers	Hallway outside of Property Unit
Locker #9	Drop Slot, hallway outside of Property Unit
Refrigerators 1-4	Front Desk
Long-term storage	Off-site secured parking area

Located within the Rooms 136 and 137 are separate locking cabinets. These locking cabinets are to be used for items requiring extra protection such as:

- money
- precious metals/jewelry/gemstones
- narcotics

A refrigerator is located within property room # 135 for storage of perishable items such as urine and blood samples. The Property Clerk shall ensure that such items of evidence are processed in a timely manner to prevent deterioration of evidentiary properties.

#### **13.2.5 Access to Property Evidence Storage Areas**

Access to property/evidence storage areas is restricted to Property Unit personnel.

All storage facilities will remain locked and secure unless there is authorized access. Maintenance/repair personnel and those with legitimate law enforcement purposes shall be granted admittance provided they sign in and remain under the direct supervision of Property Unit personnel. Only the following personnel shall have access to the property storage facilities: assigned property unit personnel, the Chief of Police, the Deputy Chiefs, and the commanding officer of the Headquarters Division.

#### **13.2.6 Evidence Packaging Supplies**

The various supplies used for packaging evidence and property such as envelopes, paper bags, plastic bags, scotch tape, stapler, identification tags, etc. will be kept in the Identification Unit, Room 249. The Property Officer is responsible for ensuring that these supplies are replenished when necessary.

#### **13.2.7 Property Storage Facilities Inspections**

The Property Officer shall maintain a log book for documenting all inspections required by department directives or law. The log book shall indicate the date and time of inspection along with the name and signature of the individual performing the inspection.

The Property Officer shall inspect all property storage facilities and review property/evidence control procedures semi annually. The inspection is conducted to ensure that:

- the storage facilities are being maintained in a clean and orderly fashion
- that department directives and orders concerning the property management system are being followed
- that property and evidence is being protected from damage or deterioration
- that proper accountability procedures are being maintained
- that property and evidence having no further evidentiary value is being disposed of promptly and according to law.

The Property Officer shall correct any deficiencies noted or bring the matters to the attention of his/her supervisor.

#### **13.2.8 Inventory Prior to Change in Property Unit Personnel**

Whenever a new Property Officer is designated by the Chief of Police, an inventory of property and evidence shall be conducted to ensure that records are correct and properly annotated. This inventory shall be conducted jointly by the outgoing Property Officer and the newly designated



Property Officer. The inventory is to ensure continuity of custody and does not require the accounting of every single item of property/evidence. The inventory shall be sufficient to ensure the integrity of the system, and accountability of property/evidence. A sufficient number of items shall be reviewed carefully with respect to proper documentation and accountability. All discrepancies shall be recorded and reported to the commanding officer of the Headquarters Division prior to the assumption of property accountability by the newly appointed Property Officer.

A report of the inventory shall be submitted to the commanding officer of the Headquarters Division.

### **13.2.9 Annual Audit of Property**

As directed by the Chief of Police, on an annual basis, the commanding officer of the Professional Standards Division shall conduct an audit of property and evidence held by the Property Unit. The inventory does not include accounting for every item of property/evidence, but shall contain a sufficient sampling of items to ensure the integrity of the system. Special emphasis shall be placed on money, narcotics, jewelry, weapons, and other items of value. A written report on the findings shall be submitted to the Chief of Police.

### **13.2.10 Unannounced Inspections**

In addition to the annual inventory, random spot inspections of the property/evidence functions and storage areas shall be conducted. These spot inspections shall be at the direction of the Chief of Police and be conducted by a member of the Professional Standards Division or other person designated by the Chief at least once a year. Spot inspections will concentrate primarily on proper accountability and security procedures and may focus on different operations and procedures during each spot inspection. The person conducting the spot inspection shall make a written report to the Chief of Police regarding the findings.

### **13.2.11 Seizure and Custody of Property**

All property/**evidence** seized or otherwise taken into custody by members of this department shall be in accordance with applicable laws. All property/evidence found, seized, turned over to or otherwise taken control of by members of this department shall be properly reported and recorded by the officer gaining control over such property/evidence. The officer shall detail the circumstances by which the property/evidence came into the agency's possession and describe each item obtained in a written report. Such duties shall be completed as soon as possible but in any event, prior to the completion of the officer's tour of duty.

The Norwalk Department of Police Service will only return found guns to the rightful owner or pursuant to court order. Any gun turned in as found property that is not claimed after the required waiting period will then be handled as if turned in under the gun buy back program.

### **13.2.12 Property Receipts and Reports**

A property receipt for all property/evidence is to be filled out completely by the receiving officer. The information included on the property receipt shall be consistent with the directions in Appendix A. Officers seizing or otherwise receiving property/evidence shall take reasonable steps to identify the rightful owner. These steps shall include attempting telephone or personal contact at the time the property/evidence is received. If possible, the property/evidence owner shall be advised as to where the property/evidence will be located, whether the property/ evidence can be returned, and steps in getting the property/evidence returned. If contact is not made, a notation shall be made on the property receipt, and follow-up attempts shall be made by Property Unit personnel by telephone, mail, or in person if appropriate.

### **13.2.13 Bringing Property to Police Headquarters**

All property and evidence seized or otherwise taken control of by members of this department will be brought to the Norwalk Department of Police Service Headquarters for storage. Any transfer of property/evidence between officers in the field shall be documented in their report for determining accurate chain of custody. Property and evidence shall be handled as follows:

1. Officers shall properly package and identify evidentiary property. Items shall be appropriately entered into LEAS.
2. Items of property/evidence requiring special handling (such as firearms, syringes, hazardous materials, etc.) shall be appropriately packaged and labeled.
3. The property/evidence shall then be brought to the secured locker area for placement into one of the available lockers, and entered on the property log. If it is determined that piece of evidence needs to be processed by the Identification Unit, then that item will be placed in the secured locker, near the entrance of the Identification Unit, Room 249. A copy of the officer's report will be left for the Identification Unit supervisor. The Identification Unit supervisor is responsible for checking and processing, on a daily basis, any item left in the secured property lockers, located in Room 249. The Identification Unit supervisor is also responsible for transferring the processed item back to the main property room.
4. The officer will log the locker number in his/her report.
5. The Property Officer shall remove all items from the secured lockers on a daily basis and store the items in the appropriate location. All transfers from any property storage room shall be entered into LEAS with the appropriate information.

### **13.2.14 Evidence Packaging Methods**

A manual of suggested and/or accepted evidence packaging procedures shall be kept in the report area and Identification Unit, Room #249. Officers packaging evidence shall follow the guidelines in this manual.

### **13.2.15 Evidence or Property Forms and Documentation**

Each item of evidence must be entered into LEAS. In addition, certain other forms or documentation must be completed depending upon the type of property, and any testing that must be performed. Forms that must be completed by the officer taking control of property include:

CR-18            Inventory of Property Seized without a Search Warrant  
Shall be filed for all evidence seized in relation to a criminal case when such property was seized without a search and seizure warrant. This is done only when an arrest is made. If an arrest is not made and pending, the CR18 shall be held by the investigating officer or placed in the corresponding warrant file, located at the front desk, until such time as an arrest is made. Upon making the arrest, then the CR18 shall be turned into the Property Unit.

JD-52            Inventory of Property Seized under Search Warrant  
Shall be filed for all evidence seized in relation to a criminal case when such property was seized as a result of a search and seizure warrant. Page 6 of the search warrant shall be attached to this form upon return to court.

DPS-997-C Request for Examination of Physical Evidence (Connecticut State Police Forensic Laboratory)

Shall be completed by the officer requesting forensic or toxicology testing of evidence.

CR-53 Receipt of Seized Property

Must be filed by officer seizing property. Shall be given to owner of property or other person having possessory interest in the property. If no one was present at the time of seizure, receipt must be mailed by Property Clerk.

### **13.2.16 Forensic or Toxicological Evidence**

Certain items of evidence in a criminal case or other investigation may require examination or testing by a forensic or toxicological laboratory. Examples of such items include but are not limited to:

- Blood or urine samples
- Narcotics
- Liquid substances
- Hairs and fibers

If it is anticipated that any item may require forensic or toxicological testing, the receiving officer shall entered into LEAS such item(s) separately from other items in the same case.

### **13.2.17 Other Items Requiring Special Handling**

Certain items of seized property/evidence require special handling, storage and packaging procedures. Such items include but are not limited to:

- flammable liquids or compounds
- biohazardous materials
- physiological fluids
- weapons or ammunition
- explosives

Officers recovering such evidence shall follow guidelines in the evidence packaging manual in the report room. The receiving officer's supervisor shall be consulted with any questions or difficulties concerning the recovery or handling such evidence. The supervisor shall determine the appropriate method of handling such property.

Flammable or explosive liquid or compounds shall not be placed in storage lockers. Assistance should be sought from the Norwalk Fire Department for storage of these materials.

### **13.2.18 Refrigerated Storage of Evidence**

Certain items taken as evidence may require refrigeration due to their perishable nature. Such items include but are not limited to:

- blood and urine samples
- physiological fluids
- sex crimes evidentiary analysis kits
- certain food items

Four secured refrigerators are located at the front desk for temporary storage of perishable property. The locks will be left open at all times until such storage is required. Such evidence shall be placed in a secure, tamper-resistant container and kept in the refrigerator. The refrigerator shall then be locked and the evidence entered into the property room log where location will be annotated. The Property Officer shall routinely transfer such evidence into the refrigerator in Property Room 135. Only items of or for official police business will be kept in any of the refrigerators.

#### **13.2.19 Items of Conspicuous Value**

Conspicuously valuable items such as cash, jewelry, gemstones, etc. shall be described in detail, entered into LEAS, and placed in envelopes or other containers if appropriate. Cash and other small items shall be placed into plastic evidence bags and heat-sealed. Officers receiving and tagging such property must bear in mind that these items will be stored separately by the Property Unit; therefore, such valuable items must be tagged separately from other seized items in the same case.

#### **13.2.20 Narcotics Evidence and Paraphernalia**

1. All narcotics seized or recovered by members of this department shall be particularly described, counted or weighed if appropriate, and placed into sealed evidence bags or envelopes. The bag, envelope or container shall be sealed by the officer packaging such evidence in such a manner as to enable determination if the bag or envelope has been opened after the initial sealing. Packaging shall also be witnessed by another officer.
2. The narcotics shall be properly marked and identified consistent with accepted evidence packaging procedures.
3. The sealed container shall be entered into LEAS separately from any other non-narcotic evidence.
4. The evidence shall be locked in a property locker the same as other property.
5. Any time a quantity of narcotics is received that will not fit in a property locker, a supervisor will be contacted. The supervisor shall make arrangements for secure storage of such narcotics.
6. The Property Officer shall store narcotics in Property Room 137.

#### **13.2.21 Large or Bulky Items**

Large or bulky items not appropriate for placement in the property lockers shall be handled as follows:

1. A property receipt must be made out for each item.
2. A tag or sticker must be affixed to the item indicating the case number, date, and if the item is evidence or for safekeeping.
3. The officer recovering such property or evidence shall contact a supervisor who will decide the appropriate location for storage of such item. The supervisor shall base his/her decision on the storage location on factors such as type, size and value of property/evidence and the need for special protections of such property. The supervisor may contact the Property Officer for assistance if appropriate.

4. The property receipt must specify the location of the item.
5. An entry must be made by the receiving officer in his or her report. The property receipt shall be left in the property drop slot, locker #9, located in the hallway outside of the property room.

#### **13.2.22 Motor Vehicles Held as Evidence**

Generally, vehicles requiring storage will be held at an authorized wrecker facility. Occasionally, however, motor vehicles must be brought to police headquarters to be held as evidence or to be searched or processed for evidence. ***Motor vehicles may be brought to and stored at police HQ only by authorization of the officer in charge of a division or unit.***

If a vehicle is brought to police HQ, a property receipt must be filled out by the seizing officer. The property receipt shall be filled out in accordance with Appendix A and must also indicate the name of the officer in charge that approved bringing the vehicle to HQ. The property receipt and vehicle key shall be placed in the appropriate secured locker, near the property room entrance. An evidence sticker shall be placed on the vehicle indicating the case number and other required information.

Vehicles brought to Police HQ may be stored:

1. in the secured parking lot of Police HQ
2. in the police garage
3. long-term, off-site, secured parking area

The decision where and how long the vehicle is to be stored will be based upon the reason it is being held, the type of security necessary, and the need for protection from the elements. Authorization for release of the vehicle should be sought from the State's Attorney's Office as soon as possible.

**Only the officer in charge of a division or unit is authorized to permit a vehicle to be stored in any of the vehicle impound areas or the police garage secured areas.**

#### **13.2.23 Motor Vehicle Inventories**

When a motor vehicle is towed or otherwise taken into custody by a member of this department, a motor vehicle inventory may be performed. All inventories will be completed on a Motor Vehicle Inventory Report Form.

The purposes of a motor vehicle inventory are to:

1. safeguard property of others contained in vehicles towed or taken into custody by members of this department
2. protect the department and its members from claims of lost, stolen or vandalized property contained in vehicles towed or taken into custody
3. to guard members of the department from danger

It is not the intent of a motor vehicle inventory to provide a means to search a motor vehicle for evidence when there is a lack of probable cause to do so. When conducting a motor vehicle inventory, all closed containers shall be opened to determine the contents. Locked or sealed containers will not be forced open.

If an officer finds any items(s) that he/she believes should be kept for safekeeping due to circumstances, condition, or value, the officer will properly tag the item and follow property procedures. A notation of this will be made on the Motor Vehicle Inventory Form, NPD010.

The following procedures shall be followed when conducting an inventory for the stated purposes:

### **Motor vehicle accidents**

Whenever a motor vehicle is towed from an accident scene and the owner, operator, or other authorized person responsible for custody of the vehicle is not present or able to take possession or control of its contents (e.g. custody arrest, hospitalized, etc.) it is the responsibility of the investigating officer to inventory the vehicle before it is removed from the scene.

### **Motor vehicle subject to search and seizure**

Whenever a motor vehicle is searched and subsequently seized whether or not by a warrant, the vehicle will be inventoried. The purpose of the inventory is to account for items that may not have been removed from the vehicle due to the search and seizure.

When a vehicle is lawfully seized with the intent to obtain a search warrant, the inventory will be postponed a reasonable time until the search warrant is executed.

### **Other motor vehicle inventories**

A vehicle inventory will be done any time a vehicle is towed or taken into custody for one of the following and the owner or other authorized person is not present to be responsible for its contents.

- recovered stolen
- abandoned
- improper registration
- custody arrest
- illegally or hazardously parked

## **13.2.24 Removal of Evidence**

Evidence may be removed from the property room for the following purposes:

- investigative examination
- scientific testing
- court presentation
- court order
- disposal
- as required by law

Any removal of property shall be documented by the Property Officer and include the following information:

- person removing property
- reason for removal
- date, time, and case number
- description of property

### **13.2.25 Transporting Evidence for Examination**

Occasionally, certain items of evidence must be transported to a state examination facility such as the Toxicology or Forensic Labs. The officer or investigator requesting such examination shall ensure that the appropriate forms are attached to the evidence. Further, such evidence to be transported must be entered into LEAS separate from other evidence in the case.

The Property Officer will arrange for transportation to either the Toxicology or Forensic Labs consistent with the time schedules in Directive 13.1.16.

### **13.2.26 Disposal of Evidence**

All evidence shall be disposed of in accordance with Connecticut General Statute's 54-36a et seq. and 50-1 et seq. The Property Officer shall cooperate with the State examiner of seized property/evidence with disposing of property items in a timely manner.

The Property Officer is responsible for disposing of all found property after all minimum retention and legal requirements have been met.

The Property Officer will make reasonable efforts to contact property owners as soon as possible after notification from the court for release of property.

### **13.2.27 Record Keeping**

The Property Officer is responsible for ensuring that records retained by the Property Unit reflect the status of all property/evidence held by the Norwalk Department of Police Service and the location or disposition of such property/evidence. Such records shall indicate the chain of evidence for each piece of evidentiary property.

### **13.2.28 Compliance with State Regulations**

The Property Officer shall be familiar with and adhere to applicable sections of the Connecticut General Statutes regarding recovery, storage, and disposition of property/evidence. In addition, the Property Officer shall be familiar with and adhere to the applicable regulations as set out in the "Seized Property Manual" published by the Office of the Chief Court Administrator.

The Property Officer shall maintain a liaison and cooperate with the State Examiner of Seized Property in carrying out the property function of the Norwalk Department of Police Service.

### **13.2.29 Drug Drop Box**

To establish procedures for the collection and safe disposal of unused medicines (prescription and/or over the counter) turned into the Norwalk Police Department by the community. The Property Officer will be responsible for the intake, storage, and disposal of unused medication.

#### **Policy**

It is the policy of the Norwalk Department of Police Service to provide a safe disposal location for citizens to properly dispose of unused household medications. This program provides an environmentally safe alternative to disposing of medications in the landfill or sewer systems that may later negatively affect the environment. It encourages citizens to remove their unneeded

medications from their homes which reduces access to addictive medications for accidental or intentional misuse by children or others in the home.

Commercial disposal from medical facilities, doctor/dental offices, veterinarians, etc. is prohibited and is not part of this program.

### **Drop Box**

The Norwalk Department of Police Service has an approved steel, one-way hopper door, type collection box. The drop box is secured in the front lobby of Headquarters into which citizens may deposit these medications.

- The collection box shall be clearly marked for this purpose with instructions for proper use.
- The collection box shall be double locked and securely fastened in place to prohibit removal of the box or retrieval of medications from within the box by unauthorized persons.
- Citizens may place their unused medications/drugs into the collection box anonymously. Markers will be provided to encourage depositors to obliterate personally identifying information.
- Opened containers of liquid will not be accepted unless they are completely sealed.
- Syringes shall not be placed into the drop box. Signage will instruct depositors of alternative methods of disposal.
- No medications or other waste shall be permitted to be left outside of the collection box.

### **Collection and monitoring of the medication disposals**

The Property Officer will be responsible for periodic collection of the deposited medication.

The Property Officer will hold one of two keys to the collection box. The other key will be held by the commanding officer of the Headquarters Division.

1. No officer shall have individual access to the contents of the collection box. The Property Officer may monitor the collection of the drop box contents. This allows the ability to survey the kinds of medications that are being disposed of. This information can be used for evaluation and decisions regarding this pilot program.
2. The Property Officer will assign a case number at the beginning of each year dedicated to the collection box. The Property Officer will document each collection in a supplemental report which will be reviewed by the commanding officer of the Headquarters Division. The Property Officer will include the weight of medications collected in the property section of the report.
3. The deposited drugs will be collected on a frequency deemed necessary based on usage. The viewports on the collection box should be checked weekly, unless an especially large deposit is observed. The commanding officer of the Headquarters Division shall be present for all collections.
4. The officers retrieving the medications shall wear protective gloves. The medications shall be transferred into an evidence bag and sealed with evidence tape. The medication will be entered into LEAS in accordance with Appendix A of this directive. The Property Officer shall store medications in Property Room 137 until destruction. The chain of custody shall be documented from retrieval through destruction.



**Storage and disposal of the collected medications**

The Property Officer will package the deposited drugs, document a general description of the contents, provide a weight of the contents, and place into evidence as abandoned property pending destruction through witnessed incineration. The material located in the drop box should not be handled nor is individual product identification required.

The Property Officer shall ensure the destruction of the collected medications by witnessed incineration at intervals not to exceed six months.

At the end of the year, the Property Officer shall calculate and document in a memo to the Community Police Services Division a total weight from all supplement reports. The Community Police Services Division will forward the total weights and all other pertinent information to the state in accordance with their drug control policy.



## CHAPTER 13.0

### APPENDIX A

#### ENTERING PROPERTY INTO LEAS

While in the Incident/Reporting field in LEAS and after you enter “known data” (name, dob, etc) in a report:

1. Click “Property” Tab
2. Enter Type Loss
  - a. (Drop down) Evidence or Safekeeping
3. Enter Description
  - a. If other is chosen, describe in details section
4. Fill out Details
  - a. Describe Item, list prisoner property items, etc.
5. Date Seized
6. Time Seized
7. Location recovered
  - a. PD, Address of incident, location item found, etc.
8. Officer Information
9. Owner Information
  - a. (Drop down) populated from incident report)
10. Storage Location
  - a. (Drop down), Property lockers, bike rack, etc.
11. Remarks
  - a. Describe reason for seizure (domestic, assault, larceny, prisoner property, etc.)
12. Click check Impound ( bottom left corner)
13. Click save
14. Click NEW if you want to add additional items
  - a. Repeat items #2-13
15. When done go to **REPORTS TAB** ( top left corner)
  - a. Click PRINT one item
16. Paper clip or tape PROPERTY LIST to Evidence bag or Item.
  - a. Print a copy for each item or evidence bag submitted
  - b. Make sure evidence bag or evidence tag on item has case number and description.
17. Fill out Property Evidence Log
  - a. Put into evidence locker
  - b. Place small items into Drop Safe – Locker #9

